

## SOLE SOURCE DOCUMENTATION

*This document contains proprietary information about the products and services provided by SmarterServices and should be considered confidential and may not be shared with any third party.*

January 18, 2018

Dear Stella,

Please accept this letter as documentation of SmarterServices being a **Sole Source Provider** for the assessment services it provides.

As a full-spectrum assessment company, SmarterServices is uniquely positioned to provide the individual products and accompanying bundle of services listed below and further described in Attachment A – Product Descriptions.

**SmarterProctoring** – A multi-modal proctoring management system

These products and services are unique and only provided by SmarterServices in the following regards:

**Unique Reporting** – The standardized reports which are delivered to assessment takers immediately upon completion of the assessment as well as the aggregate reports and data exports provided to the administration can only be generated by SmarterServices. A term of our Master Service Agreement with Clients is that third party companies are not allowed to generate reports using data from our published assessments.

**Unique Services** – The bundle of services that accompany the assessment products can only be provided by SmarterServices. These include and are not limited to end-user support, account management, statistical analysis of data, custom assessment design & delivery, secure assessment deployment across a multi-modal proctoring network.

**No Resellers** – SmarterServices is the only source from which access to the products and services described in this letter and Attachment A can be purchased.

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## ATTACHMENT A PRODUCT DESCRIPTIONS

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**SmarterProctoring** – A multi-modal proctoring management system

SmarterProctoring is a system for managing the workflow for all modalities of proctoring. The system manages the following workflow tasks for the following proctoring modalities.

WORKFLOW TASK	FEATURES
<b>System Access</b>	Single-sign-on integration is available through third-party software such as learning management systems. This provides seamless access for students, faculty and administrators to all features of SmarterProctoring from within the third party software.
<b>Modality Selection</b>	Students are informed about each of the proctoring modalities which their school allows. This includes information such as cost and scheduling availability. This allows a student to be a well informed consumer of their proctoring options.
<b>Exam Scheduling</b>	Students are able to schedule exam sessions for all of the proctoring modalities described below.
<b>Session Management</b>	Students are able to manage, edit, and/or cancel upcoming exam sessions.
<b>Exam Management</b>	Faculty and/or administrators are able to manage, edit, and/or cancel any details about an upcoming exam.
<b>Communication</b>	All communication before, during, and after the exam session between the student, faculty, administration, and proctor securely takes place within the SmarterProctoring interface. All communication is archived for future reference. Common communication includes details such as exam passwords and allowable resources. Our internal communication system is much more secure than email.
<b>Session Documentation</b>	Documentation of any anomaly that takes place during the exam session is provided and archived in SmarterProctoring. This includes integration of the video feeds for virtual proctoring.

MODALITY	DESCRIPTION
<b>Instructor as proctor</b>	Many eLearning students live within driving distance to the school. For these students the instructor may proctor the exam in a classroom or computer lab at the school. SmarterProctoring allows students to register for these sessions so that the faculty member knows who to expect and when.
<b>Local test center</b>	Students may register to take their exam at the testing center located at their institution.
<b>Remote test center</b>	Students may register to take their exam at a testing center of another university in their vicinity.
<b>Proctoring professional</b>	Schools may approve individuals who meet certain criteria to proctor exams. Common criteria include human resources directors of companies, pastors of churches, librarians, notary publics, etc. Students are able to schedule sessions with these persons and confirm all details such as place, time and resources.



**FULL SPECTRUM ASSESSMENT SERVICES COMPANY**

<b>Attended virtual proctoring</b>	Students may register for attended virtual proctoring sessions wherein a human proctor observes the student's behavior via webcam, microphone and computer analytics.
<b>Unattended virtual proctoring</b>	Students may register for unattended virtual proctoring sessions wherein an automated computer process observes, records and reports the student's behavior via webcam, microphone and computer analytics.

