

INDUSTRY

Healthcare

COMPANY SIZE

1,000-5,000

OBJECTIVE

Reduce cheating,
lower turnover

SOLUTION

AI Proctoring

CCAT

Criteria Cognitive
Aptitude Test

CBST

Criteria Basic Skills Test

RESULTS

Better quality
of hire, lower
turnover

Healthcare Employer Uses AI Proctoring to Stop Assessment Fraud in Its Tracks

The Challenge

A large healthcare employer relied on pre-employment assessments to hire the people who care for patients every day. But once new hires started the job, a troubling pattern emerged. A small but concerning number of new hires didn't have the skills or experience they had claimed during the hiring process, which led to poor performance and turnover.

The talent acquisition team began to suspect that some candidates were cheating on their assessments, or even paying others to complete them. Even a handful of cases carries real costs, including unqualified hires, turnover, and a hit to confidence in the process.

Testing candidates in person wasn't a scalable option at this volume. The team needed a way to verify that the person taking the assessment was the person applying for the job, without adding friction or additional headcount on the talent acquisition team.

The Solution

The company already used Criteria's Cognitive Aptitude Test (CCAT) and Criteria Basic Skills Test (CBST) to evaluate candidates. To protect the integrity of those results, they added Criteria's [AI Proctoring](#).

AI Proctoring is built for high-volume hiring. It verifies candidate authenticity at scale, using advanced monitoring technology to detect suspicious behavior without getting in the way of a good candidate experience. Because it is built into the Criteria platform, the team could activate it for their assessments with no additional software and no complex setup.

Here is how it works in practice:

- **Image Capture:** Candidate photos are captured automatically before and throughout the assessment, making it easy to detect if someone else takes over.
- **Image Analysis:** AI-powered analysis flags inconsistencies, multiple faces, or unauthorized devices.

- **Screen and Audio Sampling:** Periodic captures of the candidate's screen and audio help identify unauthorized resources, second devices, or outside assistance.
- **Comprehensive Reporting:** Detailed reports flag suspicious activity so the team can review incidents and make informed decisions.

For candidates, the experience is simple. There is nothing to schedule, no lockdown browser to install, and no live proctor to coordinate. Candidates complete their assessments on their own time, while proctoring works quietly in the background. For recruiters, proctoring reports appear alongside assessment scores, so there is no extra step and no separate system to manage.

The Results

The impact was immediate. Once AI Proctoring was in place, the fraud stopped.

10,000 Candidates Scored with Proctoring, With 30,000 More Projected

Since implementing AI Proctoring, the company has already scored 10,000 candidates with proctoring in place. With another 30,000 projected over the next year, the organization is on track to protect the integrity of roughly 40,000 candidate assessments. That is a volume that would be impossible to manage with live proctors or in-person testing, and AI Proctoring handles it without adding headcount.

Fewer Mis-Hires and Less Turnover

When only qualified, verified candidates move forward, the downstream effects add up quickly. The company is now seeing fewer costly mis-hires and lower turnover. Assessment scores once again reflect real candidate ability, which means hiring decisions are built on a foundation the team can trust.

Efficiency Gains for Recruiters

AI Proctoring has also made the recruiting team's work easier. Instead of relying on manual checks or considering in-person testing, recruiters get clear, actionable proctoring reports that surface the incidents that need attention. Their time goes toward evaluating real talent rather than investigating questionable results. The Director of Talent Acquisition says it best: "Proctoring is life-changing. Our recruiters are addicted to it."



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life-changing.
Our recruiters are
addicted to it.**

**Director of Talent Acquisition,
Healthcare Employer**

A Fair, Scalable Process Without Testing In Person

For this healthcare company, AI Proctoring did more than stop fraud. It created a hiring process that is fair to honest candidates and scalable for the recruiting team.

Candidates who earn their scores are no longer competing against those who pay for them. Every candidate is assessed under the same conditions, and every result has more confidence built in. And because proctoring runs on the candidate's own schedule, the organization gets the confidence of in-person verification without added cost, delays, or complicated logistics.