

Who Does Online Proctoring Serve?

Turns Out ... Everyone

A Role-Based Look at the Benefits of Online Proctoring



Facing tumultuous times, universities have adjusted admirably to the unknowns. However, while they are embracing a return to routine, with students and staff predominantly coming back to campus, they continue to face a host of challenges.

Declining enrollment is a top concern

One of their most pressing concerns—declining enrollment—is increasingly addressed by growth in hybrid and distance learning, prized by nontraditional students for its flexibility and by traditional students seeking to blend experiences. One recent study found that **61% of online learners** would choose an online program at a different university before enrolling in an on-campus program. Another study found that **73% of college students** would like to take some fully online courses in the future.

Higher ed institutions are also focused on providing an experience that promotes equality among their students, notes Jordan Adair, Vice President of Product for Honorlock, a company providing on-demand **online exam proctoring services** that blend AI software with live proctors for a human touch. “When some learners are in a remote environment, you can’t be sure your students are all on equal footing as easily as when they are all on campus,” said Adair.

A key issue is academic integrity

“The school’s ultimate goal is to make sure students trust they’re on a level playing field. When they’re taking an exam, they shouldn’t feel the pressure that arises when they think other students in their class might be engaged in something dishonest,” Adair said.

Online proctoring is a proven solution

Universities eager to address these various issues can turn to a helpful innovation. Online proctoring offers distinct benefits to five key groups:

- **Students**
- **Instructors**
- **Distance learning directors/eLearning faculty**
- **Testing center directors**
- **Administration**

Let’s explore how online proctoring helps these five campus groups.

How Online Proctoring Benefits Students

Creates an equal playing field

Protecting the integrity and creating a fair testing experience was a top concern for Peter Burrell, assistant professor for business-related graduate and undergraduate courses at the University of Cincinnati. Like many instructors, he found himself leading a class in March 2020 that had started in person but abruptly moved online. That's when he discovered the importance of an online proctoring platform and began using Honorlock, which was already integrated with his university's learning management system, Canvas.

Burrell decided to rely on online proctoring after discovering some students intended to circumvent the test by organizing group chats. After one short training program, he deployed Honorlock and defused the situation, turning him into a firm believer in the technology.

Rooting out academic dishonesty has to be the cornerstone of creating the level playing field everyone seeks. Burrell indicates this is especially true for engaged students. "If I had a really hard professor and I was able to succeed on a test, I felt good about myself. I want my students to experience that sense of achievement," he said, adding that online proctoring supports this goal.





*According to its student survey, Honorlock has found that the **right online proctoring platform can help ease online text anxiety, which is present in 64% of students.***

Adair agrees that students become discouraged when they know others around them are trying to beat the system. Their peers' dishonesty can also hurt them if the course is graded on a curve, as it can potentially spell the difference between a passing or failing score.

Provides schedule flexibility

Since it's available 24/7/365, online proctoring also allows students to experience the flexibility of taking a test at a time best for them, often without needing to set an appointment at a testing center.

Additionally, there are associated cost benefits for students, given that remote education typically costs less than in-person learning. Yet, the proliferation of virtual learning can come with a downside if it isn't valued as highly as in-person learning, and students don't want the perceived value of their degree to fall if they elect to take a class remotely.

"Prioritizing adequate protections for remote testing through online proctoring confirms that an online degree holds the same weight as one where students took the classes in person," said Adair.

Helps reduce student test anxiety

Finally, according to its student survey, Honorlock has found that the right online proctoring platform can help ease online text anxiety, which is present in 64% of students. Several safeguards Honorlock offers helped significantly, such as dispelling misconceptions about what could trigger a red flag and the ability to troubleshoot and alleviate technical concerns before starting the test. Honorlock's full-time live proctors are trained to spot physical movements that might indicate anxiety, such as lip licking or touching the face, and they proactively interact with affected students using a reassuring set of talking points. Fully 100% of students who interacted with a remote proctor said the interaction made them less anxious.



How Online Proctoring Benefits Instructors

Promotes more time teaching, less time testing

Any instructor will lament that there's never enough time to cover all the material they'd like to present, which is why they value online testing's ability to preserve educational hours. "If instructors don't have to deliver a test in class, that leaves time for another lecture or project they can explore together." Jordan Adair Vice President of Product, Honorlock

However, today's educators are also often overrun with technological expectations, so it's vital that an online proctoring program be simple to deploy. Honorlock integrates seamlessly into a school's learning management software (LMS), so instructors can design the exam as they normally would and choose the proctoring settings they want. Burrell confirms that Honorlock makes it easy for him to administer a test. In particular, he mentions the ability to test out the process using the program's practice quiz settings.



“If instructors don’t have to deliver a test in class, that leaves time for another lecture or project they can explore together.”

Jordan Adair

Vice President of Product, Honorlock



Saves time and protects academic integrity

Instructors spend a lot of time creating exam content and it’s extremely frustrating when that content is shared on the internet. To help protect exam content, [Honorlock’s Search & Destroy technology](#) searches the web to identify exam questions that have been shared online, which allows instructors to take action to send content takedown requests and update exam questions.

Instructors also appreciate that online proctoring ensures the integrity of exam results. Features of solutions like Honorlock include the ability to detect cell phones and other devices, as well as commands like “Hey, Siri.”

Provides insight into student behavior

Honorlock’s remote proctoring software collects extensive data during the exam and provides actionable reports and time-stamped recordings within the LMS dashboard. This means the instructor can save time by focusing on relevant student behavior and violations.

The exam reports appear in an easy-to-read format that includes relevant student activity such as violations and any suspicious behavior. [University of Florida Lecturer](#), Ryan P. Mears, Ph.D., finds Honorlock to be more than a tool to guard or block students from using inappropriate information. “It was also a means to detect and determine many different ways that students approach the exams,” he said. “Because of access to the wealth of data and information provided through Honorlock, I became better able to utilize it.”

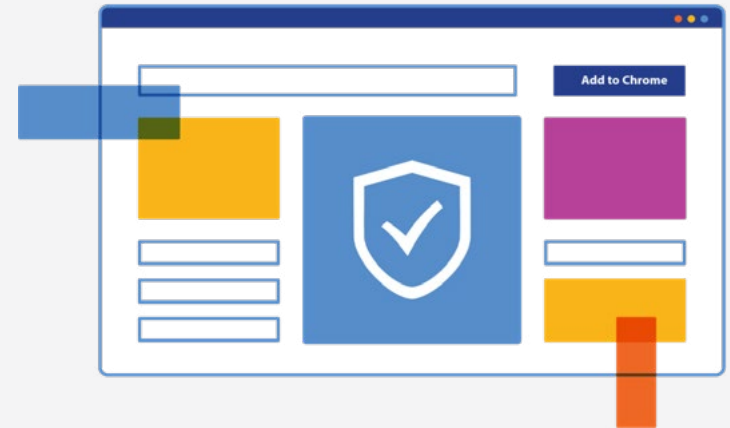
How Online Proctoring Benefits Distance Learning Directors and eLearning Faculty

Providing more services with the same faculty

As schools are expanding their ability to serve remote students, that obligation has largely fallen to the already-taxed eLearning unit. However, many distance learning faculty are taking on more responsibilities with the same cohort. That's why a simple implementation is so valuable to educators. Implementation should take days, not weeks, and Honorlock makes it easy, said Adair. "From setting up the LMS integration in as little as an hour to a fully managed implementation and training plan, schools are ready to go."

Securing student data

Distance learning teams are concerned with far more than logistical issues. One key consideration for eLearning faculty is the importance of protecting students' data. "Colleges value the fact that we are FERPA-compliant and use an encrypted and secure connection during each online proctored exam," said Adair. "Additionally, all student data is secured and stored on the cloud in an Amazon (AWS) data center which is SOC 3 certified, U.S. Privacy Shield and General Data Protection Regulation (GDPR) compliant."





“Online proctoring helps build the trust that exams are being delivered with the same rigor as an in-person test.”

Jordan Adair

Vice President of Product, Honorlock

Ensuring inclusion and accessibility

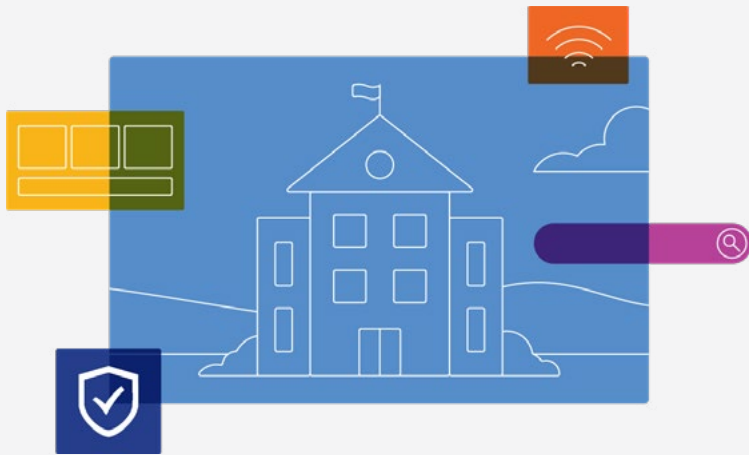
In addition, distance learning directors and educators are responsible for creating an inclusive online learning environment that’s accessible and usable for all students, regardless of their disability or condition. Honorlock allows your faculty to provide a variety of accommodations to meet student accessibility needs, such as providing breaks and extending time limits and allowing multiple attempts. Honorlock is designed to integrate with assistive devices, such as screen readers, and complies with accessibility standards such as ADA Standards for Accessible Design and Web Content Accessibility Guidelines (WCAG).

Protecting program and institution reputation

Distance learning directors and educators also want to ensure that a degree conferred through distance learning holds equal significance in the marketplace, Adair notes. “Online proctoring helps build the trust that exams are being delivered with the same rigor as an in-person test.”

Predicting and controlling costs

Finally, as eLearning departments confront attendant budgetary considerations, some solution providers, such as Honorlock, offer a flat-rate cost per online exam or per student, which helps them better estimate testing costs.



How Online Proctoring Benefits Testing Center Directors

Easy to implement

An online proctoring service has to be user-friendly for both the faculty designing tests and the students taking them.

“The acceleration in technology adoption has created new burdens for IT departments because institutions, administrators, and instructors have had to adapt to a suite of new tools at such a fast pace,” said Adair. He notes that personnel typically would have several months for training and preparation, adding, “The importance of turnkey software has been brought front and center as they want to streamline offerings and avoid spending extra training dollars or time.” Honorlock has been a trusted program that proved both reliable and easy to roll out, he said.



“Students like that Honorlock launches directly out of Canvas, and that there is nothing that they have to do differently from what they are used to.”

Paula Rodriguez

Former Director of the University Testing Center,
Colorado State University



Reducing testing review time

Testing center staff typically devote half of their time to administering exams in person and half to reviewing online proctoring sessions to shift some of the workload from instructors, Adair said. Honorlock’s configuration helps them quickly identify which batches of student exams they might want to review, eliminating the need to monitor as many sessions and making it more likely they will be able to flag problems.

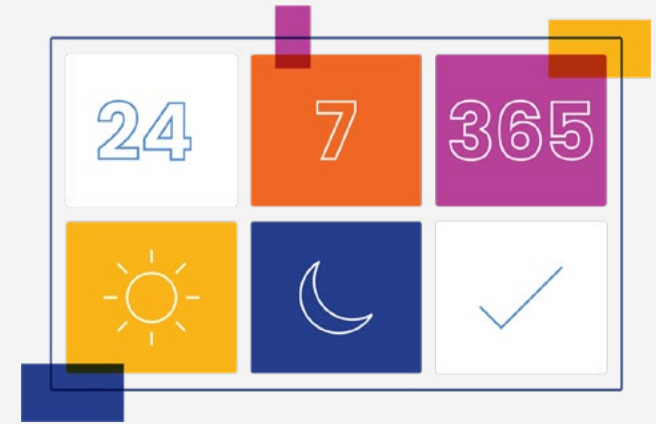
Providing students with an easy-to-use platform

When technology is easy for students to use, faculty reap the benefits through fewer questions and less hassle with technical issues.

“Students like that Honorlock launches directly out of Canvas, and that there is nothing that they have to do differently from what they are used to,” said Paula Rodriguez, former director of the University Testing Center at Colorado State University. “It’s seamless and quick, and the equipment checks are faster than our previous solution, which improves the entire experience.”

Complying with verification requirements

For some programs, ID verification is required by law, but for any test, faculty need to be sure that the student taking the exam is the student getting credit. With Honorlock, proctors can bypass the ID check which Rodriguez says makes the check-in process more convenient for students as well as testing center staff.



How Online Proctoring Benefits University Administration

Offering opportunity for revenue

As universities contend with new challenges, they are looking for ideas that make a purposeful impact across the institution. One of the most attractive new revenue streams they can offer is an enhanced online curriculum.

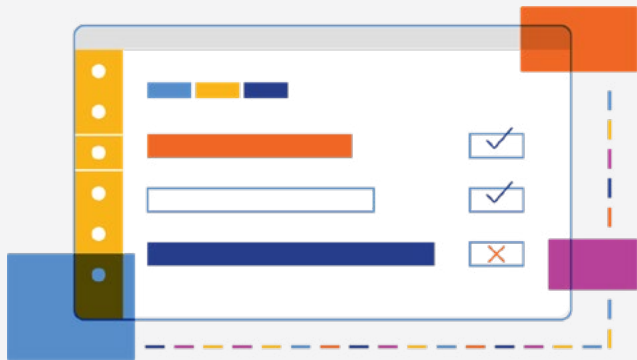
“While many institutions had been considering expanding their online programs, the pandemic gave everyone the boost they needed to take it to the next level,” said Adair. “They are seeing the advantages of making online programs available to more students under a variety of different circumstances, which could lead to greater revenue. Online proctoring makes this growth more feasible.”

Hand-in-hand with growing revenue is controlling costs and Honorlock offers the ability to accurately predict testing costs, keeping budgets in check.

Protecting reputation

Online proctoring also reinforces the validity of their academics, which is vital for the accreditation process. “It allows universities to demonstrate that students have met certain learning outcomes by showing that the exam was secure and that they verified the identity of the student doing the work,” Adair explains. This confirmation is more important than ever, given the documented rise in cheating in online tests.

The underlying goal? Protecting academic integrity and ensuring a fair and equitable educational experience for all students.



Is Your Institution Ready for the Benefits of Online Proctoring?

Whether you want to expand your online learning offerings or create a more level playing field on campus, online proctoring can support your institutional goals. It also reinforces one of the most crucial services you provide: boosting achievement in students.

“As instructors, we take seriously our role to educate students about academic integrity,” said the University of Cincinnati’s Burrell. “I remind them that when they join the work world, they have to know how to do the research and figure out answers on their own. College is designed to allow them to practice those skills, and we do them a disservice if we don’t encourage that and hold them to high standards throughout their academic journey.”

As universities continually burnish their legacies by proving the value of the education they provide, they are increasingly turning to online proctoring as a foundational solution.





Online proctoring that supports and empowers students and faculty. Honorlock's proctored testing software and services provide your students and faculty with confidence, convenience, and flexibility without sacrificing security or academic integrity.

[Learn More](#)



studio / ID

BY INDUSTRY DIVE

studioID is Industry Dive's global content studio offering brands an ROI rich tool kit: Deep industry expertise, first-party audience insights, an editorial approach to brand storytelling, and targeted distribution capabilities. Our trusted in-house content marketers help brands power insights-fueled content programs that nurture prospects and customers from discovery through to purchase, connecting brand to demand.

[LEARN MORE](#)