



Honorlock™ Customer Success Story

Dr. Juliette Mersiowsky, Director, Distance Education and Digital Education Collaborative, Longwood University, Farmville, Virginia

From Disenchanted to Delighted

In the Fall of 2018, Dr. Juliette Mersiowsky attended the Online Learning Consortium (OLC) Accelerate conference in Orlando with one purpose in mind—to find a new proctoring solution. “We had become disenchanted with our previous proctoring service,” said Mersiowsky. “They did not have the features or support we needed for our students and faculty.”

Longwood University is a public liberal arts university in Farmville, Virginia. With on-campus and hybrid classes, and a fully online MBA program, Longwood needed more from their proctoring system than a lock-down browser. They needed a system that would verify the student’s identity and be easy to deploy and use.

“I met Andres from Honorlock at OLC and I was blown away by his demo,” said Mersiowsky. “No other company there came close with the features, flexibility, and support we needed.” Within a few weeks of the conference, Mersiowsky had engaged a pilot of Honorlock for a four-week intensive online course. According to Mersiowsky, “the faculty fell in love with Honorlock!”

“We feel it is improving academic integrity better than the previous solution due to a notable difference in test scores.”

Longwood has been using Honorlock ever since. “With Honorlock, all of the challenges with our previous proctoring solution are non-existent. My team doesn’t get complaints from faculty that students couldn’t test

“Honorlock is responsive to our needs and suggestions, which is a good indicator of the kind of company that listens. Honorlock’s support is fabulous! They are very customer service oriented, which is rare among instructional technology companies today.”

– Dr. Juliette Mersiowsky, Longwood University



because the proctoring platform was broken. And we don’t get Support calls because Honorlock provides amazing support,” said Mersiowsky. “More importantly, we feel it is improving academic integrity better than the previous solution due to a notable difference in test scores.”

When asked how faculty feel about Honorlock, she said, “One of the unexpected features that has surprised and delighted our faculty is Search and Destroy. So fabulous!” Honorlock’s Search and Destroy™ feature removes unauthorized test content from the internet making it virtually impossible for students to access. It saves faculty precious time of rewriting tests each semester.

When asked how students feel about Honorlock, she said, “I don’t get any complaints about it. They say it’s quick and easy, and once they start the exam, they don’t even notice that they’re being proctored, which helps to reduce test anxiety.”

What’s Mersiowsky’s advice to others who may be disenchanted with their proctoring service, “Just do it! Call Honorlock. They are responsive to our needs and suggestions, which is a good indicator of the kind of company that listens. Honorlock’s support is fabulous!

Results with Honorlock

1. Saves faculty time and hassle of rewriting exams due to test content leaking onto the internet
2. Verifies students’ identity
3. Easy to use and deploy. It did not require IT support for deployment.
4. Reduces student test anxiety
5. Honorlock Customer Support reduced the burden on in-house staff

They are very customer service oriented, which is rare among instructional technology companies today.”

Learn more at honorlock.com.



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