Honorlock™ Customer Success Story

Daphnee St. Val, Senior Instructional Designer, Broward College, Fort Lauderdale, FL

Ensuring integrity and privacy during uncertain times

As one of the largest community colleges in the United States, Broward College faced significant challenges as they raced to transition to a fully online format due to the COVID-19 crisis. With roughly 67,000 students, Broward College needed an online proctoring solution that could:

- Reliably scale
- Maintain exam integrity
- Ensure student data privacy
- Provide support for faculty and students
- Integrate with third-party exam tools

Data Privacy and Building Trust

While some faculty members and students were familiar with online proctoring, there was a need to build trust around data privacy for students. "There was a lot of hesitation initially...about, 'when I upload this extension

(Honorlock), how much of my private material does it have access to?'" said Daphnee St. Val, Senior Instructional Designer at Broward College. St. Val assured that while there was initial hesitation, "Little by little, people are comfortable using Honorlock...When you download the extension, it's not tapping into anything other than what you do during your screen sharing."

> *"The pandemic has brought many challenges to Broward College. Having to quickly scale our courses to a remote format has not been an easy task... Honorlock has provided excellent support in scaling our needs and meeting our requirements for faculty training. They have been an excellent partner due to their open communication, privacy policies, and the implementation of their state-of-the-art technology. It has been an affordable and reliable solution."*
>
> - Nestor Pereira, Dean, Business Affairs, Broward College

> *"Having access to customer support 24/7/365 is huge. Especially during times like this when students may be taking exams at any time of day. You want them to have access to someone who can troubleshoot with them."*
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> *–Daphnee St. Val, Broward College*

COVID-19 brought many challenges to Broward College's faculty and students. However, with Honorlock's quick implementation, efficient training, and 24/7/365 support, the College transitioned to a fully online format and implemented an online proctoring system that maintained exam integrity and student data privacy.

Support for Faculty and Students

Before the adoption of a technology platform can take place, users must overcome the learning curve. Honorlock partnered with Broward College's faculty members to train and provide ongoing support to ensure a successful implementation. St. Val also added that Honorlock's around-the-clock US-based support is crucial for reducing student exam anxiety and improving their overall experience.

Honorlock's Differentiating Features

St. Val noted three features that differentiated Honorlock from other online proctoring services. "We found that these were impressive as an additional layer to make sure that an exam is taken without any academic dishonesty."

1. Live Proctor Pop-in

This feature, in addition to saving Broward's faculty a substantial amount of time when reviewing the assessment report because they don't have to check false flags, also provides a less intimidating and non-invasive testing experience for their students.

2. Search and Destroy™

This exclusive feature provides Broward's instructors with the confidence of knowing they won't have to create new test questions each semester and grants the College with peace of mind that they are protecting their programs' academic integrity.

3. Multi-Device Detection

This function deters students from using external devices such as cell phones, tablets, or laptops that are out of view and allows Broward's instructors to proctor beyond the webcam and protect the academic integrity of their exams.

About Broward College

Broward College is a public college with three locations and six centers in Broward County located in Fort Lauderdale, Florida. The College was established in 1959 and offers a variety of degrees and certificates in high-demand fields such as Business, IMCT, STEM, and more.

Learn more at honorlock.com.

Honorlock

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