



Guide

# Finding the Best Online Proctoring Solution

13 things that separate  
the best from the rest

# Finding the best online proctoring solution is tough.

**With so many different platforms, features, and services to navigate, where do you start?**

Which solutions just **check the box?**

Which **do more** than others?

What's the best solution for **YOUR needs?**

Do they **only sell tools** or are they a **partner with solutions?**

**We're here to help.**

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# 1. A partner with solutions, not just a tool

## Want to save time and remove hassles?

Find a proctoring company that's your partner with comprehensive solutions rather than just selling you a tool.

## But what's the difference?



**Think of it this way:** if your goal is to build a house, many companies will sell you a hammer and nails.

### **But what about the rest of the house?**

A hammer and nails won't meet all of your needs or solve all of your challenges.

## Find a partner with comprehensive tools and expertise to:

- Build and customize your house while staying within budget
- Create a strong foundation that ensures structural integrity
- Ensure that your project is compliant with building codes and worksite safety requirements
- Install electrical wiring, plumbing, and HVAC



**That's how the best proctoring companies improve the customer experience.**

## 2. Combines AI with human proctors

When you create a document in Microsoft Word, do you accept every grammar suggestion without reviewing it first? **Hopefully not.**

And after you proofread and make some suggested changes, you may use assistive writing software to double-check your work.

**Why do we do this? Because AI isn't perfect and humans can make mistakes.**

AI and humans are good at certain things, but they're more effective when combined.

AI makes our lives easier because it saves time, helps efficiently scale efforts, and automates many tasks. But we still review it because there are nuances that need human oversight. This also applies to online proctoring.

### Consider this scenario:

You're a proctor monitoring a dozen test takers at once.

**It'd be easy to miss things, right?**

**But what if...**

The AI monitors behavior and alerts you if it detects any problems and then you can review the situation before intervening?

**The best online proctoring service does that.**

This approach creates a better testing environment with fewer distractions and improves proctoring accuracy.

## 3. Flat-rate pricing to avoid variable costs

Variable costs can add up quickly with some pricing models.

### Consider this scenario:

- A proctoring company **charges per hour**
- You **budgeted for 500 hours** of proctoring
- You're **billed for 650 hours** because the exams took longer than expected

**How much extra would that cost you?**

**Whether it's \$200 or \$20,000, it's too much.**

Make sure the company offers a flat-rate cost per exam or test-taker to help protect your bottom line and better estimate testing costs.

### Make sure that services are included in the flat-rate cost

When you're comparing companies, make sure services like implementation, support, and training are included in the flat-rate cost. This helps you avoid being hit with unexpected costs before you're even using the platform.

## 4. Easy to use & does everything you need

If you invest in online proctoring, make sure it gets used.

Clunky software can create a bad user experience that ultimately decreases adoption and requires more training.

**Easy to use doesn't mean less functionality.**

The best proctoring solutions are easy to use (even for the least tech-savvy people) but still do everything you need.

They're also quick and easy to implement and, should you need it, provide support 24/7.



**"It's important that whatever software or service we use fits into our pedagogy and structure of our courses. Having that ease of use and something built within something we're already familiar with is important from both perspectives."**

- Naz Erencuc, Director of Admissions, University of Florida

## 5. Automatically finds leaked test content

Unfortunately, it's pretty common to find leaked test questions on the internet. It's a frustrating aspect of online learning that puts your tests and reputation at risk.



**“One of the unexpected features that has surprised and delighted our faculty is search and destroy.”**

– Dr. Juliette Mersiowsky, Former Director of Distance Education and Digital Education Collaborative at Longwood University

### But you have a few options:

**Option 1:** Use a search engine to look up each of your test questions manually and review all of the results.

**Option 2:** Choose each question that the proctoring software will manually look for and then send individual takedown requests, if any are found.

**Option 3:** Search the internet for all of your test questions automatically and then send one-click takedown requests.

### Which option is the best?

**Hint: Option 3, because it's efficient and effective.**

That's the difference between using the best [proctoring solution to find leaked test content](#) versus the rest of the solutions that just check the box.



## 6. 24/7/365 proctored exams & support

People have busy lives and need the flexibility to [take proctored exams and get live support 24/7/365](#) - even on weekends and holidays.



**“Having access to customer support 24/7/365 is huge. Especially when students may be taking exams at any time of day. You want them to have access to someone who can troubleshoot with them.”**

– Daphnee St. Val, Senior Instructional Designer,  
Broward College

### Extra questions to make sure you’re getting the best support:

- **Is support available in different ways?**  
e.g., chat, email, phone
- **In what country or countries are the support agents located?**
- **Is support an additional cost or included in the flat-rate price?**

## 7. Proctoring settings are customizable

With some proctoring platforms, you're stuck with out-of-the-box settings, whether you want to use them or not.

The inability to disable specific features of the proctored exam platform limits customization and can negatively impact the exam experience.

The best proctoring platforms allow test admins to pick and choose which features to enable or disable with a few clicks.



““What sets Honorlock apart is the ability to customize online exams to meet the differing needs of our faculty... They really get to decide their own rules for the exams rather than institution-wide rules.”

– Paul Fisher, Associate CIO & Director of the Teaching & Learning Technology Center, Seton Hall University

**Bonus tip:** Make sure the platform gives admins options to provide accommodations for things like:

- Bathroom breaks
- Extended time limits
- Alternative ways to complete assessments
- Use of assistive devices during assessments

## 8. Proctors traditional & alternative question formats

Most proctoring companies offer at least one way to protect traditional test questions, like multiple-choice and true-or-false.

But what if you want to proctor hands-on alternative assessment activities like these?

- Live virtual presentations & demonstrations
- Handwritten math problems & essays
- Preparing balance sheets in Excel & using other software

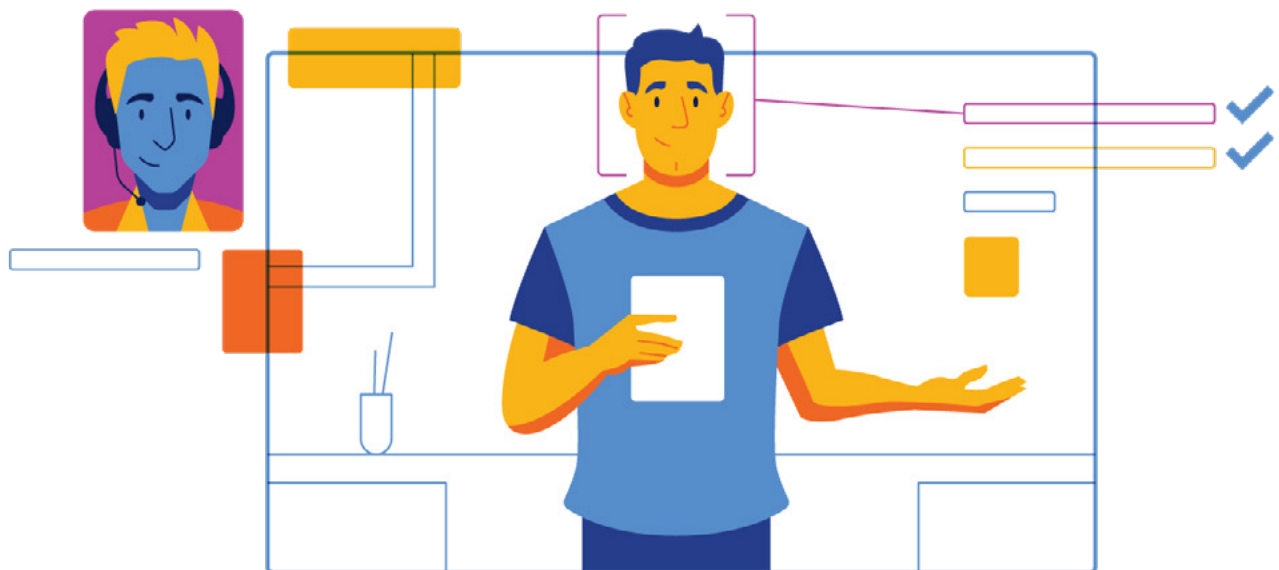
**Browser lockdown software isn't nearly enough.**

**AI-only won't cover all the nuances of online exams.**

**Live proctoring (no AI) could lead to scheduling disasters with variable costs.**

**So, how do you effectively proctor these question formats?**

You need a blended proctoring solution that combines customizable proctoring software with live human review.



## 8. Proctors traditional & alternative question formats (cont'd)

### Here's how blended proctoring works for alternative test formats

**Example assessment activity:** virtual presentations

- **Video:** scans the room for additional people and unauthorized resources, verifies identity, and records the presentation.
- **Voice detection:** detects when the person speaks and provides a transcript of what they say.
- **Accommodations:** if a person has a speech impairment, for example, proctor instructions can offer alternative ways to complete the presentation, like using text-to-speech assistive technology.

**Example assessment activity:** completing a balance sheet in Excel

- **Browser Guard:** allows the use of Excel but restricts other software, records screens, and prevents keyboard shortcuts.
- **Video:** verifies ID and ensures prohibited resources, like notes, aren't in the test room.
- **Accommodations:** if the person has a physical condition that impairs the ability to type or use a mouse, proctor instructions can allow them to use an assistive keyboard and mouse.

## 9. The platform integrates directly with your LMS

This doesn't sound like the most exciting feature, but it's one of the most important aspects to consider when evaluating proctoring solutions.

### A **direct LMS integration** means:

- Quicker implementation
- Easy to use
- No extra passwords/logins
- Data is secure



**“You want an integrated system. You don’t want faculty and students to have separate sign-ons. That was important for us.”**

– Steven Daniello, Director of Assessment Services, Indian River State College

## 10. Uses voice detection, not sound detection

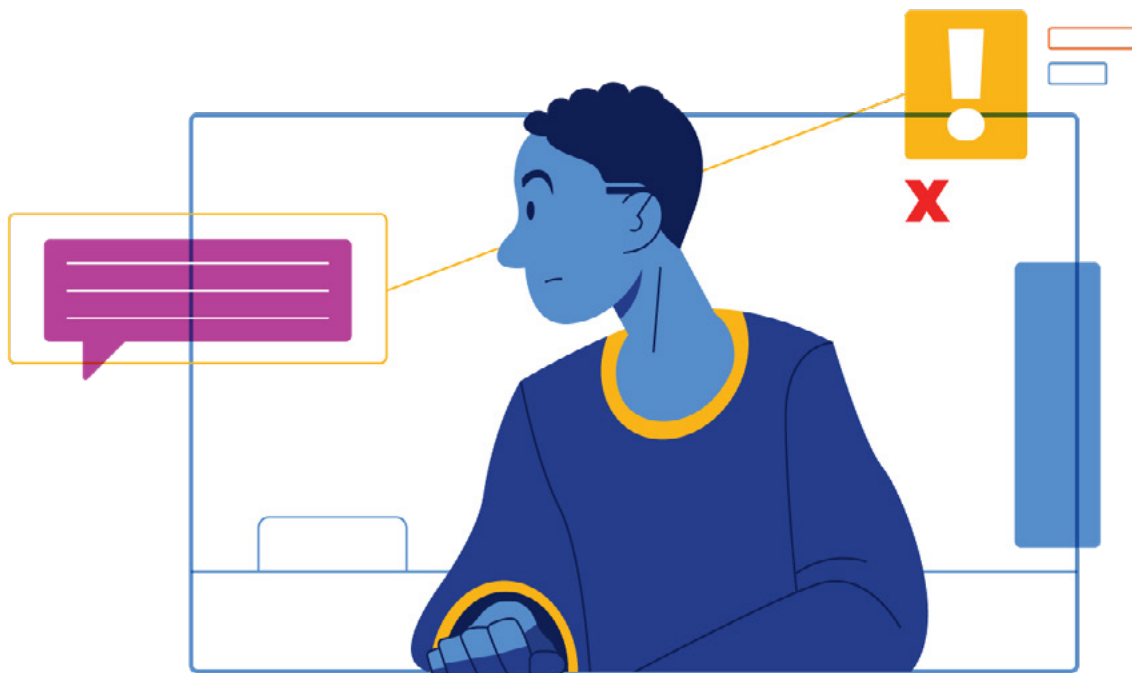
The terms “voice detection” and “sound detection” are interchangeably used, but they’re significantly different.

- **Sound detection** may flag unimportant noises, like coughing or a doorbell ringing.
- **Voice detection** listens for particular keywords and phrases, like “Hey Siri” or “OK Google.”

Which do you think is more likely to create a false flag?

### Note:

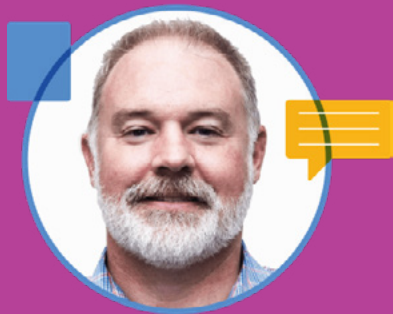
Some proctoring companies take voice detection a step further by creating a transcript of what’s said by the test-taker in addition to recording it.



## 11. Reports & timestamped exam recordings help speed up review

The proctoring solution should provide [easy-to-read reports](#) with timestamped exam recordings within the LMS.

These reports and recordings help speed up the review process while still providing instructors with in-depth exam insights.



**“I felt that I couldn’t trust my test scores... The analytics with the flags and real-time recording helped me to understand how students were approaching the course and what strategies they were using to pass the test. Honorlock helped me make sense of what was going on.”**

– Ryan P. Mears, PhD, Lecturer, University of Florida

## 12. Secure in every way

Before choosing a proctoring company, remember that **their security becomes your security.**

From security technologies to ongoing training and employee onboarding, make sure their security practices are comprehensive and at the forefront of everything they do.

### Ask proctoring companies these security questions:

#### Security testing and employee training

- **Does the company perform regular security testing of the platform?**
- **Is ongoing employee security training required?**  
If so, how often is it conducted? What does training entail?
- **Does the proctoring company have an incident response plan?**  
If so, how often do they practice the plan?
- **Do they have a Disaster Recovery Plan & Business Continuity Plan?**

#### Data security and privacy

- **What type of data is collected & why is it collected?**
- **How is data collected & maintained?**
- **Who owns the data?**
- **Is data encrypted in transit & at rest?**

#### Tip:

Review each company's privacy policy, which should be publicly available. If it isn't publicly available, ask why.



## 13. Blocks AI

If you're looking to [block AI tools like ChatGPT and Claude](#), you'll need a lot more than browser lockdown software and AI/plagiarism checkers.

A browser lock is a good start, but what if a test taker has a cell phone? And [plagiarism checkers are ineffective](#) at detecting AI-generated content. You need a comprehensive proctoring solution with a variety of tools.

### Here's how Honorlock blocks AI:

#### Detects cell phones & voices

As mentioned earlier in the ebook, Honorlock detects cell phones, so you won't have to depend on a live proctor to see one in real-time anymore.

But what if a test taker tries to use voice assistants, like Siri and Alexa, on their phone or other devices to navigate AI platforms? Honorlock has it covered. Our AI detects specific keywords and phrases that activate voice assistants, then alerts a live proctor, records what was said, and provides a transcript.

#### Extension blocking

Blocks any extensions running in the background of exams, while still allowing permitted accessibility technology.

#### Restricts keyboard shortcuts

Copy/paste is disabled, preventing test takers from using content generated by outside AI and plagiarism tools.

#### Secures the browser

BrowserGuard locks the browser so that AI sites and applications can't be opened at all or are flagged for live proctor review.

#### Detects voices

Some test takers may try to use Siri and Alexa to navigate prohibited AI tools on their devices, but Honorlock detects when specific keywords and phrases like "Hey Siri" are used. Then, it alerts a live proctor, records what was said, and provides a transcript.

# What's the best proctoring solution?

Honorlock is the highest-rated online proctoring software on the peer-to-peer review site, G2. Honorlock earned this score thanks to its ease of use, quality of support, and simple setup.

## What is Honorlock?

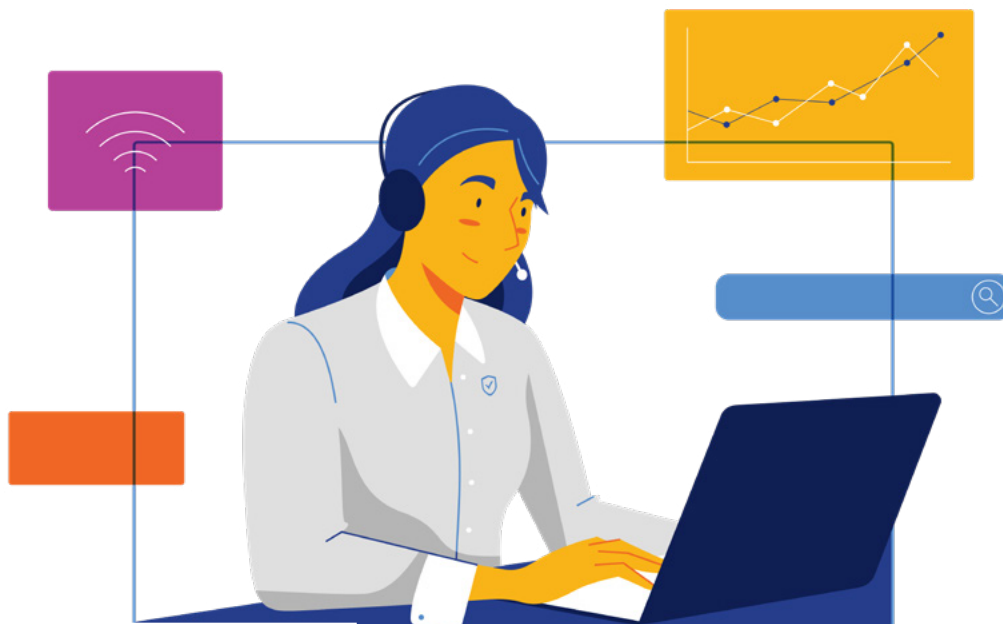
Honorlock is an online proctoring company that [combines advanced software and services](#) to protect the integrity of online exams for higher education institutions and corporate organizations.

## How does Honorlock work?

Honorlock's online proctoring software monitors behavior and alerts a live human proctor if it detects potential issues.

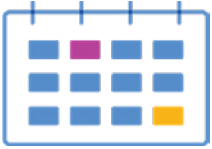
Once alerted, the proctor can review the situation in an analysis window before deciding whether to intervene or not. This approach creates a noninvasive test environment because test takers aren't being watched during the entire exam and that administrators won't have to review endless false flags.

In addition to providing the best online proctoring tools, Honorlock provides 24/7/365 proctored exams and live US-based support at no additional cost.



# Honorlock G2 Reviews & Testimonials

## Verified G2 reviews



**The 24-7 availability to students is a real plus. I have been using Honorlock for 5 years and have never had a complaint from a student about their experience. Proctors are courteous and helpful to students. Honorlock staff respond promptly to my concerns and have a genuine desire to find solutions.**

- Verified G2 Review by Michael A., April 25, 2024



**Honorlock allows distance testing with monitoring and uses AI and then real people as needed. It assists me with student testing so they can't use outside resources to take their test and I know it is the actual student taking the test.**

- Verified G2 Review by Karen B., May 1, 2024



**We are so glad that we made the switch from another online proctoring service to Honorlock. From the start, Honorlock has provided us with great customer service and made things very easy. The implementation process was super easy and only took minutes to complete. Our faculty love using it.**

- Verified G2 Review by Lissa W., April 27, 2024



**The clean, intuitive user interface eliminates a lot of the need for complex training and support for faculty using the tools -- a few pointers are all it takes to get them up and running. We can give faculty a lot of flexibility in the way they use the service without having a support nightmare. The implementation was quick and easy, and the team was great to work with. Their support has been excellent.**

- Verified G2 Review by John J., November 21, 2023

# Honorlock G2 Reviews & Testimonials

## Honorlock customer testimonials



**“We don’t just say we’re proctoring exams, we mean it. We want students to know their stuff and be able to prove it. Honorlock has been able to help us make that a reality.”**

– Brian Marchman, University of Florida  
Assistant Provost and Director of Distance & Continuing Education



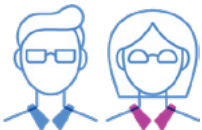
**“Other solutions were not scalable from a cost perspective. Honorlock has become a part of our basic toolset and the need for it is obvious to our technology professionals, instructors, and even students.”**

– Paul Fisher, Seton Hall University  
Associate CIO & Director of the Teaching & Learning Technology Center



**“I would recommend Honorlock to any colleague and any other school. I’ve done so several times before. They’re top notch, always looking to engage and provide new opportunities, and always growing. It’s a circular experience with Honorlock.”**

– Cody Moyer, Polk State College  
Director of Learning Technology



**“I had 500 students in one class but the first assessment with Honorlock went as smoothly as it possibly could have gone. Honorlock is an incredibly user-friendly platform. It was great, we had no problems launching it and making it work.”**

– Peter Burrell, University of Cincinnati  
Associate Professor and Business Attorney

**Choose a better way to  
proctor online exams.**



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