

Prior to being hired, our proctors first undergo thorough background checks. Once they are hired with Honorlock, they then go through our internal training program, which consists of the following topics:

- FERPA Compliance
- Illicit Behavior Response
- Scenario-Based Procedures
- Understanding Student Anxiety
- Promoting Student Success

1. What is the training process for exam proctors?

The Honorlock Proctoring Quality Assurance Program is designed to ensure that our proctoring team is providing exceptional support to all exam takers they come into contact with. Our proctors are required to be full-time support representatives for at least six months before joining the proctoring team and must have exceptional QA scores while on support to be considered for promotion to the proctoring team. Each proctor is reviewed against the quality standards outlined in the scorecard for chat sessions. Proctors are evaluated on their ability to quickly identify violations during the analysis window, the effectiveness of their instruction to gain exam taker compliance, and overall speed of work to minimize the exam taker's time out of the exam. Team leads review and provide feedback to each new proctor for the first ninety days and biweekly after that time frame as long as they are scoring in the above-satisfactory range. Additionally, the Customer Services Manager reviews all negative client satisfaction ratings to ensure that students are treated fairly and appropriately by the proctors during a live pop-in interaction. If a proctor at any point receives scores that are satisfactory or less, the frequency of the feedback increases and/or the proctor is sent back through training. In situations where an egregious mistake is made, the proctor will be suspended until the appropriate action has been taken to prevent future occurrences.

2. Are exam proctors given implicit bias training?

Training on bias, cultural differences and handling tough scenarios is built in as part of the eighty hours of initial proctor training. The institution is able to work with your dedicated customer success manager to ensure that any institution specific training needs related to culture or bias are addressed with our proctors during the initial onboarding sessions.

3. Will exam proctors be monitored for giving excessive red flags?

Proctors are monitored for Quality Assurance in all aspects of their assigned work, including the violations or flags they assigned to student sessions.

4. Will students be notified if proctors are observing their test?

Students will not be notified if a proctor is observing their exam session.