Honorlock FAQ

Why and when is online proctoring necessary?
Proctored testing ensures the academic integrity of assessments and complies with federal regulations that require colleges and universities offering online and distance education to verify student identity.

Online proctoring offers an alternative to in-person proctored testing and is a common practice of online and distance learning courses. Online proctors allows instructors and the institution to ensure the security of tests and help prevent academic dishonesty such as:

- Use of a false identity
- Unauthorized collaboration
- Use of unauthorized materials
- Copying or distributing test items to others

Is Honorlock secure?
The formal agreement between CEI and Honorlock includes specific legal requirements for the privacy and security of student information including:

- A formal data sharing agreement for student information with specific privacy and security restrictions under the federal Family Education Rights and Privacy Act (FERPA).
- FERPA binds Honorlock to only collect, process and store student data for contracted services and this information cannot be sold or transferred for any other purpose. This restricts access to CEI student data to only those within Honorlock with an authorized reason to process or view the data.
- Restricting storage of CEI student data to only data centers located in the United States and requiring encryption in the transmission of any protected university Data.
- The use of appropriate administrative, technical, and physical security measures to preserve the confidentiality, integrity, and availability of protected student data.
- Data minimization procedures to delete collected information when no longer necessary or upon terminator of the agreement.
- Procedures to alert CEI upon the confirmation of a data breach of the Honorlock system.

Honorlock is a cloud-based proctoring solution, which has successfully completed the Service Organization Control (SOC) 2 Type 1 audit, US Privacy Shield Compliance, and General Data Protection Regulation (GDPR) readiness. The audit affirms that Honorlock's information security practices, policies, procedures, and operations meet the SOC 2 standards for security, availability, and confidentiality.

Is it true that my student information could be sold to third parties if I participate in an online proctored test?
No. CEI and Honorlock signed an agreement for online test proctoring that does not allow Honorlock to sell student information to third parties. Honorlock, as well as CEI, is bound to all of the protections supplied by FERPA.

What data does Honorlock collect from students and how long is it stored?
Honorlock retains data for a period of 12 months. Student data will be deleted after the 12-month retention period. CEI can request to extend the retention period if an investigation into academic integrity is ongoing past the 12-month retention period.

Honorlock will collect the following data:
- Student information that is synced to Canvas, CEI's learning management system
  - Student name, course number, exam name.
  - Students are asked to provide a copy of their student ID
- A video recording taken using a student's webcam, including desktop activity and an audio recording.
- Exam and web pages visited by the student during an exam.

Before beginning an exam, students will be prompted with a Honorlock Data Collection and Use page that requires student agreement to the collection of the data and an agreement to Honorlock's Terms of Service found at:
https://honorlock.com/wp-content/uploads/2021/05/May2021_TermsofService_ExamTakers.docx.pdf

Does Honorlock have control of my computer or my mobile phone?
Honorlock does not have the ability to control your computer or any secondary devices such as mobile phones or tablets. Not only does the browser extension not give Honorlock control of a student computer, it also does not give Honorlock the ability to read any passwords or download any files from the computer.

Honorlock uses a Chrome browser extension that uses AI to detect the presence of faces in student cameras and can detect different voices. Students must download and install the browser extension to take their exams. If a student does not feel comfortable leaving the extension on their computer, they can immediately delete it after the exam is completed (if a student deletes the extension, it will need to be installed again for any new exams requiring the use of Honorlock).

I have been working with the Disability Resource Center and have approved accommodations. Will Honorlock work with my accommodations?
Honorlock is VPAT certified and fully accessible to students with special accommodations. Honorlock will also work with screen readers, if needed.

What do I do if I don't have the resources needed to participate in online proctored testing?
Depending on your living situation, you may not have access to reliable internet, computer hardware, or a private space where you can test uninterrupted. Communicate any limitations or obstacles you have with online proctored testing to the Center for New Directions at 208-535-5363 or cnd@cei.edu so they can work with you to overcome those obstacles.

Who monitors the exam, Artificial Intelligence (AI) or live proctors, and who reviews the flags?
Exams are monitored by AI and can generate a flag if unusual behavior is detected, such as another person entering the room, and can alert standby proctors to "pop in" and briefly monitor the session to correct problems. There is no live person watching the student during the entirety of the exam. Once an exam session is completed, instructors and CEI Testing Center proctors are able to review the flagged recordings to determine if a cheating incident may have occurred. CEI proctors will notify the instructor if they feel an incident has occurred and outline the details of the incident. The instructor will make the final assessment about whether suspected cheating has taken place and what action is to be taken. Instructors will follow CEI policies for academic integrity violations. If a student feels wrongly accused of a violation, they can follow the Student Advocacy rights granted under the Student Code of Conduct (https://www.cei.edu/student-affairs/student-code-of-conduct).

Are instructors required to use Honorlock?
Instructors are not required to use Honorlock. Department chairs in consultation with the instructor might determine that Honorlock should be used for certain courses. Please refer to your course syllabus to determine whether Honorlock will be required for the course.