

Troubleshooting and Student Success with LockDown Browser, Respondus Monitor, and Zoom

Make sure to administer a PRACTICE TEST (No-stakes) that helps to identify students early who may not be able to use this software.

Instructions for students at <https://cs-cc.net/proctored>.

Instructions for faculty at <https://cs-cc.net/proctoring>.

*Make sure you have an alternative method of testing set up in advance for students who are not able to participate in the proctored environment.

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| <p>Student is being asked to enter a password when accessing the test</p> | <p>Student is trying to access the test using a regular web browser and not the LockDown Browser, which is a separate program on the student's computer. The student should have previously installed the CSCC LockDown Browser. Have the students review the instructions at https://cs-cc.net/proctored.</p> |
| <p>Student cannot download or operate LockDown Browser / Respondus Monitor or other needed software</p> | <p>Have students contact Help Desk (614-287-5050 or helpdesk@csc.edu). They will troubleshoot the issue to determine if it is a hardware or software issue. It could be a simple setting change or they may need to use a different browser.</p> <p>During a test, students can live chat with Respondus' technical support 24/7 while taking a test using Respondus Monitor in the pre-exam setup and the Help Center. See this link for more information: https://web.respondus.com/student-help-livechat/</p> |
| <p>Student indicates they have or are worried about connection problems with Internet interfering with test, and/or student experiences connection issues during the practice quiz.</p> | <p>Refer student to the Help Desk (helpdesk@csc.edu) to help determine if the issue is a connectivity issue or some other issue.</p> |

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| <p>Student does not have the proper hardware including webcam, microphone, etc.</p> | <p>Student should purchase a webcam and microphone or use another computer/laptop.</p> |
| <p>Student has a Chromebook</p> | <p>Chromebooks work with CSCC students who are not part of College Credit Plus.</p> <p>Chromebooks can work with College Credit Plus students where the district has set the appropriate firewall settings to install the Chromebook extension for LockDown Browser.</p> <p>If the College Credit Plus student has another approved computer/laptop or if they own their own Chromebook, this can be used to complete Respondus Monitor exams.</p> <p>If the College Credit Plus student does not have another approved computer/laptop or their own Chromebook, the student should contact the Testing Center to discuss their options.</p> |
| <p>Student has testing accommodations through The Accessibility and Testing Department (formerly Disability Services)</p> | <p>When a student provides faculty with a Letter of Accommodation (LOA) or STAR form, review the form for testing accommodations. Some testing accommodations can be managed by faculty (depending on platform) without additional assistance from The Accessibility and Testing Department.</p> <p>For more information, visit the Accommodations and Test Proctoring – Online (Virtual) Courses document https://iti.csc.edu/deis2/helpDocuments/testing/AccommodationsandTestProctoringOnline_Virtual_Courses.pdf.pdf</p> <p>NOTE: After reviewing the information in the link above, please contact The Accessibility and Testing Department if you have additional questions.</p> |

COVID-19 STATEMENT: Columbus State is committed to remaining flexible and caring and taking into consideration the chaotic environments for both our students and faculty during this time, and to establishing easy-to-access resources and services to support both faculty and students as we navigate these unexpected times together.