

FACULTY PROCESS MAP FOR STUDENT SUCCESS WHILE PROCTORING

Make sure to administer a PRACTICE TEST (No-stakes) that helps to identify students early who may not be able to use this software. Information can be found at: <https://cs-cc.net/beyond>

*Please note that some solutions may include virtual proctoring through TEAMS, Collaboration, Web Ex, etc. when access issues cannot be resolved. Due to the unpredictability of this work and the number of students that may need this, faculty are being provided with instructions for proctoring virtually themselves and this work is not intended for College Testing Services except for exceptional instances.

<p>Student has a Chromebook</p>	<p>Chromebooks do not work with Respondus Monitor at this time (we are anticipating an update in September). Identify students the first week of the semester who are using a Chromebook. Administering the no stakes practice test for Respondus Monitor is a good way to do this. If a student is using a Chromebook and the student does not have access to a different device for testing, consider proctoring the student(s) through synchronous (virtually) using MS Teams, Collaborate, or WebEx. Instructions at https://cs-cc.net/beyond.</p> <p>*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.</p> <p>Technology Lending: If the student is interested in borrowing a Chromebook or Hot Spot, they should go to: https://www.csc.edu/connection#technologyLending</p> <p>*** NOTE: There may be a limited number of Personal Computers for students available. Keep checking the link above.</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>	<ol style="list-style-type: none"> 1. Refer student to the Help Desk (helpdesk@csc.edu) to help determine if the issue is a connectivity issue or some other issue. 2. If the issue is definitely connectivity, refer the student to apply for a hotspot. 3. If the connectivity issue is not resolved, consider proctoring virtually through Collaborate, Teams, or WebEx. While their internet may go out, you would be able to see better what is going on and problem solve. Instructions at https://cs-cc.net/beyond. <p>Technology Lending: If the student is interested in borrowing a personal computing device or Hot Spot they should go to: https://www.csc.edu/connection#technologyLending</p>

	<p>*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.</p>
<p>Student does not have the proper hardware including webcam, microphone, etc.</p>	<p>Refer student to the Help Desk (helpdesk@csc.edu) to determine their exact needs.</p> <p>Technology Lending: If the student is interested in borrowing a Chromebook or Hot Spot, they should go to: https://www.csc.edu/connection#technologyLending</p> <p>*** NOTE: There may be a limited number of Personal Computers for students available. Keep checking the link above.</p> <p>*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.</p>
<p>Student indicates they are worried about their environment during proctored testing</p>	<p>Assure the student that you are able to check the videos from Respondus Monitor and while for example, someone opening the door or a loud noise may cause a flag, you will be able to see on the video what it was and they will not be penalized for things beyond their control during testing. Faculty proctoring through Collaborate or other software can see what the circumstances are directly and can correspond with individual students during the test to solve issues.</p>
<p>Student has testing accommodations through Disability Services</p>	<p>When a student provides faculty with a letter of accommodation or STAR form, review the form for testing accommodations. Some testing accommodations can be managed by faculty <u>without additional assistance from DS.</u></p> <ul style="list-style-type: none"> • Double Time- set by faculty using test exceptions in Blackboard [relevant for tests in BB, Lockdown Browser, & RM] • Distraction Reduced Testing Space- need is met by student finding a distraction free area in which to test • Frequent Breaks- will appear as flags during the test session but will not prevent testing from occurring [relevant for tests in RM] <p>If you are using Respondus Monitor (RM) and a student's accommodation is preventing a student from using RM please arrange to proctor the exam yourself using TEAMS/COLLABORATE/WebEX/ZOOM.</p> <p>If none of these options work, please contact DS for additional problem-solving.</p> <p>NOTE: If you are not sure if a student who has provided a letter of accommodation or STAR form needs an alternative testing method please reach out to Disability Services (disability@csc.edu or 614-287-5089) with questions.</p>

<p>Student cannot get Respondus Monitor or other needed software to download</p>	<p>Have students contact Help Desk (614-287-5050 or helpdesk@csc.c.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>If Help Desk is unable to help the student. It may be that their computer is just not able to handle the software. If they are able to use Collaborate, Teams, or WebEx for class, you will need to consider proctoring their test synchronously/virtually through the software used for class since that technology may have worked for them. Instructions at https://cs-cc.net/beyond.</p> <p>Technology Lending: If the student is interested in borrowing a personal computing device or Hot Spot, they should go to: https://www.csc.c.edu/connection#technologyLending</p> <p>*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.</p>
<p>If none of the above tips help to resolve the situation with the student after trying several options:</p>	<p>*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.</p> <p>*For extenuating circumstances only (for example, access issues for a student with a disability) faculty may request in-person testing for that student that requires approval by the Dean of Student Affairs. To make a request, fill out the following form:</p> <p>On-Campus Testing Approval-EXCEPTION FORM</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.