

Online Proctoring Service Failures – Process

This document outlines the steps to be taken by students, faculty, Distance Learning Coordinators (DLCs), and administration when the online proctoring service fails during an exam.

1. Student Actions

- Contact the proctoring service’s technical support team directly.
<https://honorlock.com/support/>
- Immediately notify the course instructor via email or a designated communication channel (e.g., through the learning management system, Teams, etc.).
- Document the time and nature of the failure (e.g., take a screenshot, note error messages).
- Follow the troubleshooting steps provided by the proctoring service.
- Keep the instructor informed of progress or continued issues.
- If the problem persists, await further instructions from the instructor or DLCs.
- Students must follow these outlined steps to ensure proper procedures are followed and should refrain from contacting the Dean before taking any other actions.

2. Faculty Actions

- Acknowledge student notifications promptly (immediately, or as soon as possible where feasible).
- Check the course in the learning management system (e.g., Blackboard) for proper exam and proctoring setup, and confirm accuracy.
- Attempt basic troubleshooting based on guidance from the proctoring service.
- If multiple students report issues, contact the proctoring service's support line for faculty.
- Record names of affected students and the nature of their issues and report them to the DLCs.
- Decide on an immediate course of action based on the situation (e.g., extend exam time, reschedule, or offer alternate exam methods).
- Communicate any decisions or updates to all affected students.

3. DLC Actions

- Verify the scope of the proctoring service failure.
- Check the instructor's course for exam and proctoring setup and confirm accuracy.
- Coordinate with the proctoring service if the issue is widespread.
- Assist faculty in implementing temporary solutions based on the proctoring service’s feedback (e.g., extending exam windows, issuing new instructions).
- Coordinate with the IT department if the issue is related to institutional infrastructure (e.g., internet outages or compatibility issues).

4. Informing the College Dean

- DLCs should email the College Dean regarding the situation.
- Provide details on the number of affected exams, courses, and students (if available).
- Outline the immediate actions taken and proposed solutions.

5. Follow-Up Actions

- Faculty should adjust exam schedules or grading policies as necessary (e.g., rescheduling exams or extending deadlines).
- DLCs will monitor the situation and provide regular updates to students, faculty, and administration.
- The College Dean will approve any major policy adjustments if required.
- DLCs will liaise with the proctoring service for post-incident analysis and prevention strategies.

6. Post-Incident Review

- Conduct a meeting with key stakeholders, including representatives from the proctoring service, faculty, DLCs, and the IT department if possible.
- Review the effectiveness of the support provided by the proctoring service during the failure.
- Develop strategies to prevent future occurrences and improve response times.
- Discuss any needed policy or procedural changes based on the incident.

7. Contingency Plans for Ongoing Failures

- If the proctoring service cannot be restored within a reasonable timeframe, faculty and DLCs should work together to determine alternate proctoring methods or reschedule exams.
- For mid-exam issues, consider extending the exam time or offering students an option to retake the exam under faculty supervision.

Implementation

This plan of action is effective immediately and applies to all online exams using the designated proctoring service.