Policy Area: ExamSoft	Subject: Confirmation of upload
Effective Date: 1/1/2015	Page Number: 1
Approved Date: 1/1/2015 Revision Date:	Approved by: Administration

1. **Rationale or background to policy:**
To establish best practice recommendations for ensuing student upload of assessments.

2. **Policy Statement**:
Faculty are encouraged to verify student uploads prior to the student leaving the exam room.

Exception: Wi-Fi Failure
In the event the wireless network is non-functioning, the faculty member shall notify the students of the upload deadline.   It is the responsibility of the student to ensure that the assessment has been uploaded prior to the deadline.

3. Procedures:
1. Upon completion of the assessment, the student shall raise his hand. The faculty member will visually verify that the assessment has successfully uploaded by viewing the Upload Confirmation Screen (green screen) or viewing the confirmation   The student will then be excused from the testing room.

2. Alternatively, uploaded assessment files can be monitored by going to the Assessment tab, finding the exam, and clicking on the "Exam taker activity" icon (the people icon out to the right). The information is in the "Last U/L column." Additionally, only the students who have successfully uploaded the exam file can be viewed by clicking on "Advanced Search" at the top of the screen and selecting "Yes" from the drop-down box beside "Uploaded Answer," and clicking on "Search."

3. Other methods as determined by the faculty member administering the examination.

Policy Area: ExamSoft	**Subject:** Back-up laptops
Effective Date: 1/1/2015	**Page Number: 1**
Approved Date: 1/1/2015 **Revision Date:**	**Approved by:** Administration

1. **Rationale or background to policy:**
To establish policy for addressing student computer failures.

2. **Policy Statement**:
Courses using ExamSoft will not utilize paper exams as an alternate plan in the event of a student computer failure. Up to 8 laptops are available for use in the event a student experiences computer difficulties immediately prior to or during an exam.

3. Procedures:
1. If the computer issues occur prior to the assessment, the student shall notify the instructor via email. Otherwise, the professor shall be notified as soon as the difficulty is encountered.

2. The instructor shall contact one of the following individuals to obtain a back-up computer:
   * IT Support (Marcia Wells or Greg Andrews)
   * Building support (Mike Moncrief)
   * Administrative team (Drs. Biglane, Cockerham, Blaylock)

3. If the assessment has not yet been downloaded, it shall be downloaded using the back-up laptop.

4. If the assessment has already been downloaded, another download shall be released for the student.
   ➢ Navigate to the Assessment tab and select the assessment
   ➢ Select the Exam Taker Activity tab; select the correct exam taker.
   ➢ Click the pencil icon and change the max number of downloads to 2.
   ➢ This exam taker can be tracked for later follow up as needed by selecting the Marked box and adding the rationale for the additional download in the comments box.
   ➢ Click save.

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5. For students who previously downloaded the assessment to a computer that is no longer functioning, a reverse download will need to be performed in order to purge the file from their machine, once it is functioning again.

Reverse Download – Windows

1. Open Softest and press Control F3.
2. Follow onscreen prompts.
3. Select file to remove and then click 'ok'.
4. Click 'Yes' to remove the exam file.
5. A pop up window will appear that the exam file was removed successfully.
6. Click 'Ok'.

Reverse Download – Mac OS X

1. Open Softest. Press 'Command F3' ('Apple F3').
2. Enter ID and Password. Click 'Next' button.
3. Select file to remove.
4. Click on 'clear downloaded exam' button.
5. The remove exam message will appear when the exam file was removed successfully.
6. Click 'Done'.

Policy Area: ExamSoft	Subject: Disaster Recovery
Effective Date: 1/1/2015	Page Number: 1
Approved Date: 1/1/2015 Revision Date:	Approved by: Administration

1. **Rationale or background to policy:**
To provide guidance for faculty in the event of unforeseen issues.

2. **Policy Statement**:
Faculty utilizing ExamSoft shall keep the following issues in mind.

3. Procedures:
A. Assessments that have been downloaded to a student computer cannot be accessed without the password.
B. Downloaded assessments physically reside on the hard drive of the computer to which it was downloaded. The student cannot access the exam on another computer unless another download is authorized.
C. To authorize an additional download:
   ➢ Navigate to the Assessment tab and select the assessment
   ➢ Select the Exam Taker Activity tab; select the correct exam taker.
   ➢ Click the pencil icon and change the max number of downloads to 2.
   ➢ This exam taker can be tracked for later follow up as needed by selecting the Marked box and adding the rationale for the additional download in the comments box.
   ➢ Click save.
D. To remove a downloaded assessment that will not be utilized:

Reverse Download – Windows

1. Open Softest and press Control F3.

2. Follow onscreen prompts.

3. Select file to remove and then click 'ok'.

4. Click 'Yes' to remove the exam file.

5. A pop up window will appear that the exam file was removed successfully.

6. Click 'Ok'.

Reverse Download – Mac OS X

1. Open Softest. Press 'Command F3' ('Apple F3').

2. Enter ID and Password. Click 'Next' button.

3. Select file to remove.

4. Click on 'clear downloaded exam' button.

5. The remove exam message will appear when the exam file was removed successfully.

6. Click 'Done'.

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Effective Date: 1/1/2015	Page Number: 2
Approved Date: 1/1/2015 Revision Date:	Approved by: Administration

E. If a student's laptop locks up during the assessment, SofTest will allow the student to reboot the computer once during the exam. After rebooting, SofTest will automatically launch and ask the student if they wish to resume. The software saves the student's answer file every few seconds, so most of the time they will resume without having to re-answer more than one question.

F.   Faculty proctoring the assessment shall have access to the assessment.   This can be accomplished by:

- Identify the folder containing the assessment.
- Select the gear icon to the right, then choose share folder.
- In the dialog box, select the faculty member to whom access is being given, as well as the level of permission to be granted. At a minimum, the faculty proctoring the assessment should have the ability to "track" the download/upload history page.

G. SofTest will attempt to upload the exam file when the student exits the exam. The student should receive a green confirmation screen when the exam file has been successfully submitted. If the computer is logged out of the wireless connection, they will need to either go the ULM page and re-enter their login information or in some instances, reboot and then log back in. The software will attempt to upload the exam file when the computer connects to the internet. The exam file has not been uploaded until they receive a green confirmation screen. They also will receive a confirmation email from ExamSoft, so if there's an issue, you can get their confirmation number to help resolve it.

H. If a student's exam file does not upload automatically, a manual upload may be required. The student should go to http://www.examsoft.com/manup and enter their student ID and password. They should then be allowed to send the exam file again, and will receive a confirmation.

I. Clearing the Answer File Upload will remove the ExamTaker's answer file upload from the ExamSoft portal. **Only the Key Administrator (Dr. Biglane) can perform this removal.**

- Navigate to the assessment and selected individual.
- Click the pencil icon and remove the upload record by clicking the trash can icon.

Policy Area: ExamSoft	**Subject:** Disaster prevention
Effective Date: 10/1/2015	**Page Number: 1**
Approved Date: **Revision Date:**	**Approved by:** Administration

1. **Rationale or background to policy:**
To provide guidance for faculty in the antipation / prevention of unforeseen issues.

2. **Policy Statement**:
Good ExamSoft practices include anticipation of unforeseen events. Steps should be taken to ensure the successful administration of a scheduled exam even in the event of an internet outage.

3. Procedures:
A. Assessments that have been created in ExamSoft should be printed out by the coordinator. This is accomplished by the following steps:
  - Create Assessment
  - Select Print/Export
  - In the Print/Export diaglog box, select Exam Taker and the various options that are available for inclusion in the printed exam.
  - After all settings have been selected, select Print/Export at the bottom of the dialog box.

B. In the event of an internet outage that prohibits students from downloading an exam, the paper version may be used along with scantrons.
C. Scantrons will be graded by Ms. Kathy Kelly
D. The exam statistics can then be imported into ExamSoft. Should this need to occur, please send all reports to Dr. Biglane, who will assist with the process.

As a reminder, faculty can cut off the download deadline the night before an exam, which prevents students from showing up for the exam without having the exam already on their laptop. The internet is not required to access a previously downloaded exam or to take the exam; however, it will be required to upload the answer file. If the internet is not available at the conclusion of the exam, the faculty member can set the upload deadline to a later time. As soon as SofTest detects a live internet connection (home, Starbucks, etc), it will upload the exam.