



ASSESSMENT SETUP TICKET

Create a UICOMP Helpdesk Ticket at least **one to two weeks prior to the exam**. Please be sure to use the following template as it includes all necessary fields to ensure Exam Setup is done correctly. For more information visit our testing webpage: <https://peoria.medicine.uic.edu/cis/testing/>

1. Go to <https://helpdesk.peoria.uic.edu> to create a new ticket
2. Change the request type to "Assessment Setup" and fill out all of the required fields:

In "Subject" box please follow this format:

- Exam Date (MM/DD/YY) + Academic Level (M1/M2/M3/M4/Resident) + Type of Exam (NBME/Benware/OSCE/SAEM/ABR/etc) + Name of Exam (DEPT)
 - » Example #1: Jan 01, 2021 - M2 - NBME - Pathology Exam
 - » Example #2: 01/01/2021 - Resident - ABR - Radiology Exam

In "Request Details" box please include all information in this format:

- Times: Set up @ #:## / Begins @ #:## / Ends @ #:##
- Student Details: # of tester(s) on campus and if any are special accommodation
- Coordinator Details: name/email/phone #/dept/location
- Proctor(s) Details: name/email/phone #/dept/location (face-to-face or remote)
- Equipment Details: # of UICOMP laptops needed (includes internal webcam/external mouse/privacy screen) + other requests (headset/additional monitor/side keyboard/etc)
- Instructions: area communicating for IT support on test day (ex: Group in Webex Teams), special procedures/requests/cleaning plan, and any concerns/suggestions

In Attachments Box, click "Add File" OR click the green "+" in the "Notes" section:

- Upload the workspace certification/technical requirements as an attachment
- OR copy/paste details from email in the notes section

****The technical specifications are needed each time to certify the machines properly**

In "Room Name" box:

- List any preferred rooms you want to request and add any special details for each room
- Refer to "Available Rooms for Testing" on the UICOMP Testing website

****rooms are subject to availability, priority needs, and guidelines**

Reserved in Outlook?

- Does this test already have a placeholder in the testing calendar? If yes, CIS will update with the final details. If no, CIS will reserve the rooms and invite the following resources: Test Calendar, CIS Techs, Library Tech (if use library rooms), Test Coordinator(s), Test Proctor(s), and Facilities (for room cleaning).

****Please make note of anyone else you want us to invite for this testing event or you can forward this event to additional recipients**



Example of Assessment Setup Ticket

Request Type: Assessment Setup

Subject: Jan 01, 2021 - M1 - NBME - Pathology Exam

Request Detail

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- Times: Set up @ #.## / Begins @ #.## / Ends @ #.##
- Student Details: # of tester(s) on campus and if any are special accommodation
- Coordinator Details: name/email/phone #
- Proctor(s) Details: name/email/phone # + face-to-face or remote
- Equipment Details: # of UICOMP computers needed + other requests (headset/additional monitor, etc)
- Additional Instructions:
 - area communicating about this test (ex: Webex Teams Group)
 - special procedures/requests/cleaning plans
 - any questions/concerns/suggestions)

Attachments

Add File

[Workspace Certification for Exam Attachment.docx](#) (11.2 KB, 2/19/21 5:31 pm)

Notes

Date	Name	Note

Notes

Note

B *I* U [List Icons]

COPY/PASTE WORKSPACE CERTIFICATION EMAIL HERE

Reserved in Outlook? Yes No

Room Name / no.of Machines

Would Like to Request The Following Rooms for This Test:

examples:

- A107C - 5 testing laptops
- A118D - 1 testing laptop + headset (special accommodation tester)
- A208 - 2 testing laptops + one additional monitor each
- Library Learning Lab - A214C - 10 testing computers + 1 proctor computer set up
- Library Study Room - 1 tester (tester will use own, personal laptop)