



## **FAQs**

**Q: WHAT'S THE BEST WAY TO CONTACT CIS FOR ANY QUESTIONS ABOUT TESTING?**

A: Please email [CIS-RM-SUPPORT@LISTSERV.UIC.EDU](mailto:CIS-RM-SUPPORT@LISTSERV.UIC.EDU) for technology support with rooms and testing.

**Q: WHAT'S THE FIRST STEP IN RESERVING ROOMS AND EQUIPMENT FOR TESTING?**

A: Put in a HelpDesk Ticket for "Assessment Setup" and this will go through the CIS workflow for setup. Please refer to the guidelines in the "How to Create an 'Assessment Setup' Ticket" document on the Testing Website. If you can't access the HelpDesk, have your dept head put in a ticket to grant access.

**Q: WHAT IF I HAVE MORE THAN ONE DAY FOR THE SAME TEST, DO I NEED SEPARATE TICKETS.**

A: No, you can do one ticket, but please put all the information for each day into the request details.

**Q: WHAT ROOMS CAN I USE FOR TESTING? AND WHAT TECHNOLOGY IS IN THOSE ROOMS?**

A: Please refer to the "Testing Rooms" document on the Testing Website for details. If you need additional equipment, please request this in the Assessment Setup Ticket.

**Q: HOW MANY STUDENTS CAN TEST IN ROOM 'X'?**

A: The number of computers varies for each testing room. See "Testing Rooms" document on the Testing Website for details.

**Q: DO YOU HAVE ROOMS FOR SPECIAL ACCOMMODATION STUDENTS?**

A: Yes, we have several rooms that cater to students with Special Accommodations. See the notes in the "Testing Rooms" document on the Testing Website for options.

**Q: WHO RESERVES THE EXAM ON THE CALENDARS? HOW EARLY DO I NEED TO RESERVE THE ROOM(S)?**

A: CIS will reserve the rooms on the calendar and include the testing resources. Please email CIS the exam schedule at the beginning of each year to reserve a placeholder in the primary testing rooms until final details established in the Assessment Setup Ticket (submit at least 2 weeks prior to the exam).

**Q: CAN I PERFORM A WALKTHROUGH PRIOR TO THE EXAM?**

A: Yes, we encourage you to make sure everything is completed to standard prior to the exam. To schedule a walkthrough, please put details in the Assessment Setup Ticket.

**Q: CAN A STUDENT TAKE A PRACTICE EXAM?**

A: Yes, please fill out an Assessment Setup Ticket to follow protocol as we will have to set up the room in the same way for actual testing day.

**Q: WHO WILL BE MY CONTACT PERSON FOR TESTING DAY ON-CAMPUS USING UICOMP COMPUTERS?**

A: We have a dedicated tech to be on call for the Library Lab and all other UICOMP Rooms. Please use the dedicated communication platform with CIS for test day so we can help with any technology issues or cleaning plans that arise. If you need help, please contact CIS for access, setup, and/or training.



**COMMUNICATION&INFORMATION SERVICES**

**Q: WHO SUPPORTS TESTING OFF-CAMPUS? HOW DO STUDENTS DO TESTING OFF-CAMPUS?**

A: CIS does not support testing off campus any longer. Coordinators/Proctors will work with the Accredited Testing Provider for support. The Accredited Testing Provider will send the Coordinator instructions on “How to Prepare for the Exam Remotely” including Technical Specifications for personal computers (if applicable). Coordinator will send any instructions to students.

**Q: HOW CAN I PROCTOR REMOTELY? HOW DO STUDENTS TEST REMOTELY ON-CAMPUS?**

A: Zoom has been the secured application for remote proctoring. CIS will use the testing laptops which include a camera for students to be monitored remotely. Rooms also include outlets for students to plug in phones for additional monitoring instructions. Coordinator/Proctor will send students the Testing Instructions prior to testing day including the communication platform they created (ex: zoom link).

**Q: WHAT ARE COVID PRECAUTIONS FOR STUDENTS WHO SIT FOR EXAMS ON-CAMPUS?**

A: Rooms are set up for proper social distancing. If you need special setup (ex: 1 student per room) please put details in the Assessment Setup Ticket.

**Q: CAN STUDENTS BRING OWN LAPTOPS ON CAMPUS FOR TESTS? HOW DOES CIS SUPPORT THAT?**

A: If the student brings their personal laptop, they should proceed with the remote, testing off-campus procedures.

**Q: WHAT IF A STUDENT DOESN'T HAVE A UNIVERSITY ICARD, HOW DO THEY GET ACCESS TO UICOMP FOR THEIR EXAMS?**

A: If they don't have an icard, they will need to sign in at Security. For COVID protocols, they will take their temps and manually complete a questionnaire for COVID symptoms when they arrive. This will all be done at the COMP Security Desk. \*Security would appreciate a complete list of testers who will be testing on-campus. They'd like to keep track of who is entering the building. You can send the list to Security.

**Q: WHAT DO I NEED TO DO BEFORE/DURING/AFTER THE EXAM ON DAY OF THE TEST?**

A: Please see the “Coordinator/Proctor Checklist” document on the testing website for complete details. Before test, you'll set up the room. During, you'll proctor the room using your form of communication (in-person or remote). After, you'll inform CIS the exam is finished via the appropriate communication platform so we can follow protocol with equipment pick up and cleaning procedures.

**Q: WHO SETS OUT THE PENS, DRY ERASE BOARDS, PRIVACY SCREENS, ETC?**

A: It is the responsibility of the coordinator/proctor to set out items needed for the exam. If you need materials, please contact the department that manages your supplies. Testing Laptops come with privacy screens installed already.

**Q: WHERE DO STUDENTS STORE THEIR ITEMS DURING A TEST?**

A: If this is required, coordinator/proctors can contact Academic Affairs for any locker use on-campus.

**Q: HOW DO I GET SECURE BROWSERS DOWNLOADED ON UICOMP COMPUTERS?**

A: Workspace Certification/Technology Specifications needs to be sent to CIS in the Assessment Setup Ticket 1-2 weeks before test. CIS will certify all the computers with the technical specifications.



**COMMUNICATION&INFORMATION SERVICES**

**Q: DO I HAVE TO SEND WORKSPACE CERTIFICATION FOR EACH TEST?**

A: Yes, we need new certification for each test date to ensure it has the latest updates from the Accredited Testing Provider.

**Q: WILL THE COMPUTERS BE MARKED WHICH ONES TO USE FOR WHAT TEST/CERTIFICATION/STUDENT?**

A: No. Appropriate certifications will be administered to all computers in the testing room unless a specific plan is communicated in the Assessment Setup Ticket. Coordinators/Proctors are welcome to use place cards with materials from their supply manager.

**Q: WHAT DO I DO WITH PROCTOR ID LOG INS FOR EXAM SETUP ON CAMPUS?**

A: Coordinator should put information into the Assessment Setup ticket for this request. CIS will certify proctor machines on-campus with any proctor ID logins received from the testing accreditor.

**Q: HOW DOES A STUDENT LOG INTO THE TESTING MACHINE?**

A: They need to make sure they know their NetID and password prior to the exam. We do not allow generic logins to be used on the testing machines. Instructions for resetting NetID passwords can be found here: [identity.uillinois.edu](http://identity.uillinois.edu)

**Q: HOW DO WE GET TO THE TESTING WEBSITE ON TEST DAY?**

A: If testing in the Library Learning Lab, you will find your testing link in the "Testing" folder on the desktop. In all other testing rooms at UICOMP, the links are on the desktop (and not in a folder).

**Q: WHAT DO I NEED TO DO IF A MACHINE FAILS DURING THE EXAM?**

A: A backup computer is always available for unforeseeable issues. Move the student to a working machine and complete an Examination Incident Report here: <https://forms.uofi.uic.edu/sec/6412271>. This link is also a desktop shortcut on the testing laptops and proctor computers.

**Q: WHAT DO I DO WHEN THE EXAM IS NOT WORKING CORRECTLY?**

A: Proctor will escalate to the Accredited Testing Provider for further instruction.