

GETTING READY FOR DECEMBER FINAL EXAMS

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GENERAL EXAM PREPARATION

Hello students! Final exam time is fast approaching and we want to ensure you are prepared and comfortable with the online exam process that's been set up for the Fall 2020 Exam Period.

Most instructors will use UM Learn (quiz tool) to facilitate their final exams. What follows in this document are general guidelines for students as you prepare for final exams. Also, there is information to assist you for a final exam that may utilize the Respondus LockDown Browser (LDB) & Respondus Monitor.

LEADING UP TO THE EXAM PERIOD

- Check to make sure you can access your [UM email account](#).
- Confirm that the device you will be using is [compatible with UM Learn](#).
- Ensure you can access your [UM Learn account](#).
- Login to UM Learn, select a course for which you have an upcoming exam, and make sure you can find the **Quiz tab** (in your UM Learn course: Assessments > Quizzes).
- For students that will take the exam from a time zone other than Central Time Zone: Confirm your exam start time – The official exam schedule is set in the [Central Time Zone](#). UM Learn will also allow access to the exam based on the Central Time Zone.

Any UM account issues need to be resolved as soon as possible – **do not wait**. These can most often be resolved through [SignUM](#).

ON THE DAY OF THE EXAM

OPTIMIZE YOUR INTERNET CONNECTION

You can optimize your internet connection by **minimizing other unnecessary use of the internet** (example: turn WiFi off on your phone or other non-essential devices). Wired internet connections are the most stable, but if you need to use wireless, be as close as possible to your internet router or access point.

ISSUES WITH ACCESSING YOUR EXAM

If you are unable to access your exam and are receiving a “Not Authorized” or “Internal Error” message, this can mean one of the following:

- The exam is not available.
- The exam has ended.
- The maximum number of attempts for the exam have been reached.

If you believe you are receiving this message in error, contact your Instructor.

REPORTING ISSUES DURING YOUR EXAMS

1. **If your web browser freezes**, close the browser. Open a new session and reconnect to your exam. Prior exam answers will be saved but the exam timer will continue to run even if you are not in UM Learn.
2. **If your computer crashes**, restart computer and reconnect to UM Learn. Prior exam answers will be saved but exam timer will continue to run even if you are not in UM Learn.
3. **If your exam is in progress** and you need IMMEDIATE SUPPORT, **CALL 204-474-8600 or toll free (North America) 1-844-626-1756 (during the exam period, from December 10 to 23, 2020, including Saturdays and Sundays, an expedited service is available by selecting option “5”).** UM Learn experts will be available to provide immediate service and a quick resolution to your inquiry. **DO NOT** send e-mails or chats to get assistance – the response time will be slow while staff are resourcing the telephone lines.
4. **E-mail your Instructor** so that they are made aware that you have had an issue.

YOU WANT TO CONFIRM THAT YOUR EXAM HAS BEEN SUBMITTED

Submitting an exam in UM Learn is a multi-step process. Here are the steps to follow to ensure it goes smoothly:

1. **Submit your Exam** – Once all questions have been answered (or you have reached the time limit), you will need to begin the submission **process**.

Click **Submit Quiz** (Figure 1).

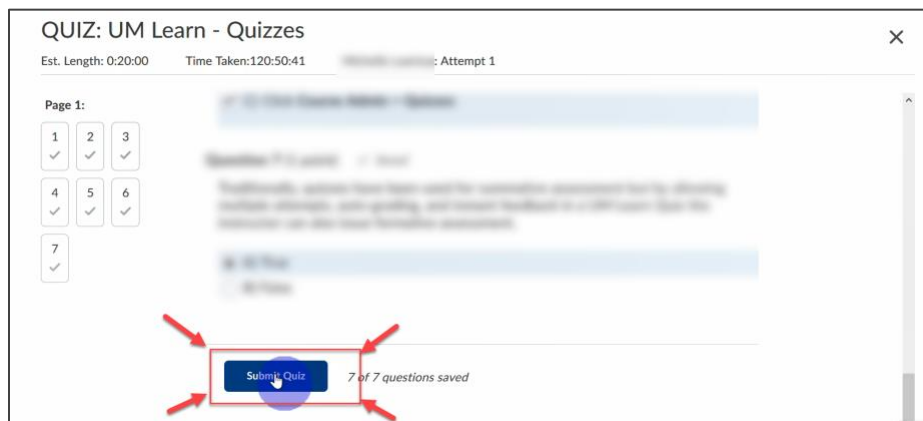


Figure 1. UM Learn submission process - use the “Submit Quiz” button.

2. Confirm your Submission (Figure 2).

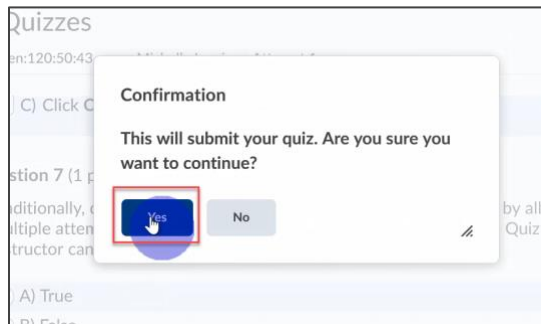


Figure 2. UM Learn submission process – “This will submit your quiz. Are you sure you want to continue”. Select “Yes”.

3. Submit Quiz (Figure 3).

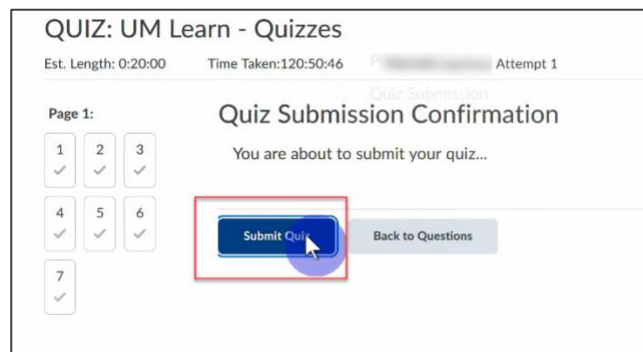


Figure 3. UM Learn submission process – Select “Submit Quiz” once again.

Verify your Submission – Confirm that your submission was successful.

IMPORTANT note: What you see upon submitting the exam will depend on how the Instructor has set up the exam. Possibilities include just seeing a confirmation screen that the exam has been submitted; a list of exam questions, possibly with answers; and/or the total score earned. Note that the score will not include questions that are manually graded (such as written response, short answer, etc.).

To verify - from the Quiz homepage, click the dropdown menu (1) next to the current exam and then select **Submissions (2)** (Figure 4).



Current Quizzes	Evaluation Status	Attempts
Quiz 1- Requires Respondu Available on Jul 13, 2020 9	Feedback: On Attempt	3 / unlimited
QUIZ: UM Learn - Quizzes	Feedback: On Attempt	1 / unlimited
With Respondus - option 1		0 / 1

Figure 4. UM Learn Quiz List – View Submissions.

UM LEARN EXAMS USING RESPONDUS LOCKDOWN BROWSER & MONITOR

Respondus LockDown Browser – In consideration of academic integrity, your instructor may require the use of Respondus Lockdown Browser (LDB) for your exam. Respondus LDB is a locked browser for taking exams in UM Learn. It prevents you from printing, copying, going to another website, or accessing other applications during an exam.

- It's important to note that your privacy is of utmost importance. Respondus LDB does not collect any personal information from student's computers. Information that you enter during the exam will be stored within UM Learn.

Respondus Monitor – This web-based service is a companion software system to Respondus LDB. Monitor uses the student's webcam and microphone to record the student while writing an exam in UM Learn to provide an online e-proctoring function.

LEADING UP TO THE EXAM PERIOD

CHECK YOUR SYSTEM REQUIREMENTS

Ensure that your computer's operating system is up to date with the latest version and meets the [system requirements as indicated by Respondus](#).

IMPORTANT: Respondus LDB will not work on a Chromebook operating system (OS).

CONFIRM YOUR BROWSER REQUIREMENTS

Respondus LDB is an application that must be installed on your computer if your instructor requires LDB or Monitor for an exam. Both Windows and the Mac editions of LDB are available. Please see section below on how to install Respondus.

BEST PRACTICES FOR TAKING AN ONLINE EXAM USING LDB & MONITOR

FAMILIARIZE YOURSELF WITH RESPONDUS LDB & MONITOR

- Review [Respondus Support documentation](#) in UM Learn. This documentation includes the Respondus Monitor **Student Guide**, a short video introducing Respondus LDB and Monitor, and system requirements.
- Review [Student Resources](#) for Respondus.

INSTALL RESPONDUS LDB

If an instructor has decided to use Respondus LDB during their exam, “Requires Respondus LockDown Browser” will be indicated in the title of the exam and also mentioned in the “Quiz Requirements” section on the first page of the exam. To install the software onto your computer, simply press the **Launch LockDown Browser** at the bottom of the page (Figure 5).

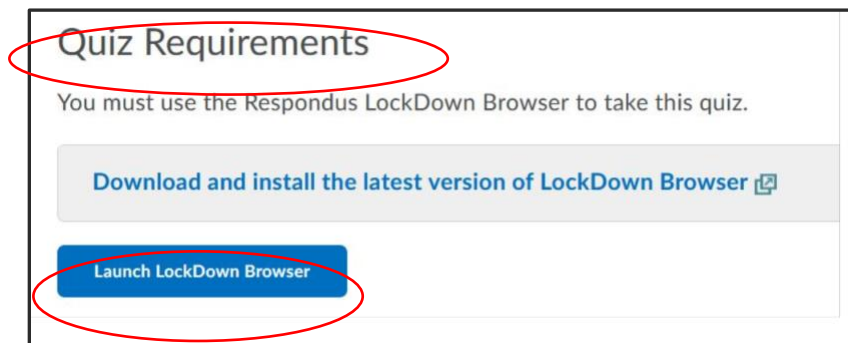


Figure 5. Exams scheduled with Respondus Lockdown Browser.

We highly recommend that students take the practice quiz in advance of the exam and download Respondus LDB. You can wait until the exam day to download Respondus LDB onto your computer, but that is not recommended in case you have technical issues.

TAKE PRACTICE QUIZZES

- If your Instructor has a practice quiz that uses Respondus LDB & Monitor, take the time to do the quiz; and/or
- Self-register for the [Respondus Monitor Practice Exam](#) course, review the course content and take the practice quiz in the course. Learn [how to self register into a course in UM Learn](#) or, follow these steps: in the support documentation in UM Learn (Support > Getting Started > Self-Registration for Courses in UM Learn).

PREPARE YOUR STUDENT IDENTIFICATION (CONFIRM THIS WITH YOUR INSTRUCTOR IN ADVANCE)

- Your Instructor may opt to have you show your UM student ID as part of the exam process. Have your UM student ID card on hand in case you are required to show it.
- Be sure that your picture and name are not obscured.
- Make sure that glare is not making it hard to see the ID card.

**IF RESPONDUS MONITOR REQUIRES YOU TO COMPLETE AN “ENVIRONMENT CHECK”
(CONFIRM THIS WITH YOUR INSTRUCTOR IN ADVANCE)**

- Make sure that the area around your computer is clear of papers, books, and other sources of information. If needed, your instructors will provide you with a list of acceptable readings or required equipment such as a calculator.
- If possible, set up your room or computer area so that you are sitting in front of a plain wall.
- Be careful not to cover the camera while moving it to scan your environment.
- Move the camera or computer slowly so that the video will not be out of focus.

BEST PRACTICES FOR WRITING AN EXAM WITH RESPONDUS LDB AND MONITOR

- Make sure that you look at the computer monitor at all times during the exam.
- Be careful not to move or tilt your webcam after the exam has started.
- Avoid looking down, up, or to the side during the exam.
- Do not eat or drink during the exam.
- Do not cover the camera.
- Make sure that you are in a quiet, well-lit room.
- Do not allow other people or pets in the room with you.

DURING THE EXAM

IF YOU NEED TO REPORT AN ISSUE DURING YOUR EXAM (USING RESPONDUS)

1. **In Preparation for the exam – Live Chat Help** (via Respondus) is available when working through the **pre-exam steps**. Select the **“It’s not working”** button to connect with a Respondus Support Technician (Figure 6). Often, they will be able to help you resolve the issue immediately so that you can begin the exam.

See [Student Resources for information on Live Chat Help](#).

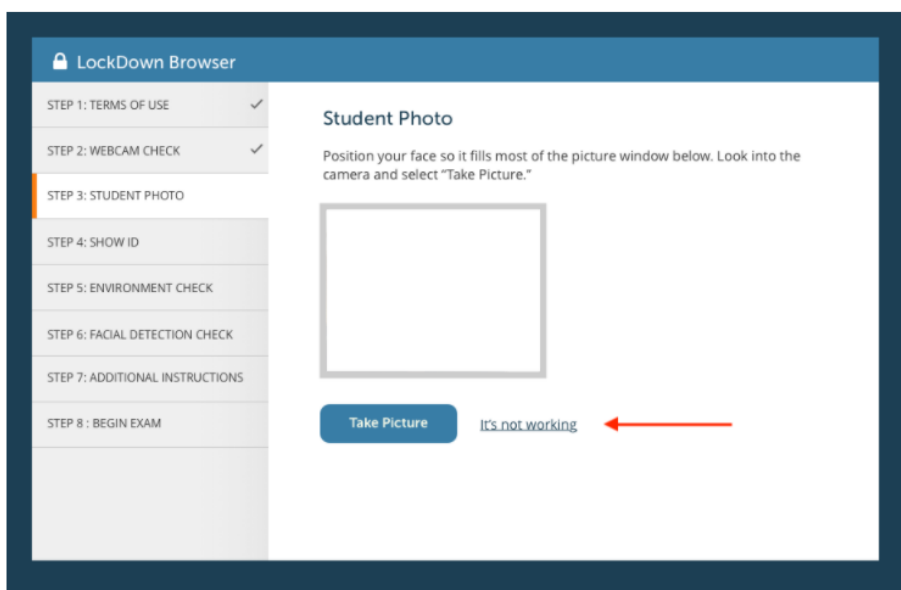


Figure 6. Respondus Live Support with Pre-Exam Steps.

2. **If your web browser freezes**, close the browser. Open a new session and reconnect to your exam. UM Learn will allow you to continue. Prior exam answers will be saved but the exam timer will continue to run even if you are not in UM Learn.
3. **If your computer crashes**, restart computer and reconnect to UM Learn. Prior exam answers will be saved but exam timer will continue to run even if you are not in UM Learn.
4. **If your exam is in progress, you are unable to connect with Respondus Support** and you need IMMEDIATE SUPPORT, **CALL 204-474-8600 or toll free (North America) 1-844-626-1756 (during the exam period, from December 10 to 23, 2020, including Saturdays and Sundays, an expedited service is available by selecting option “5”).**

5. If you encounter issues during the exam, be sure to indicate this as you are submitting your exam by entering the details on the report page that will appear after you click **Submit** (Figure 7).

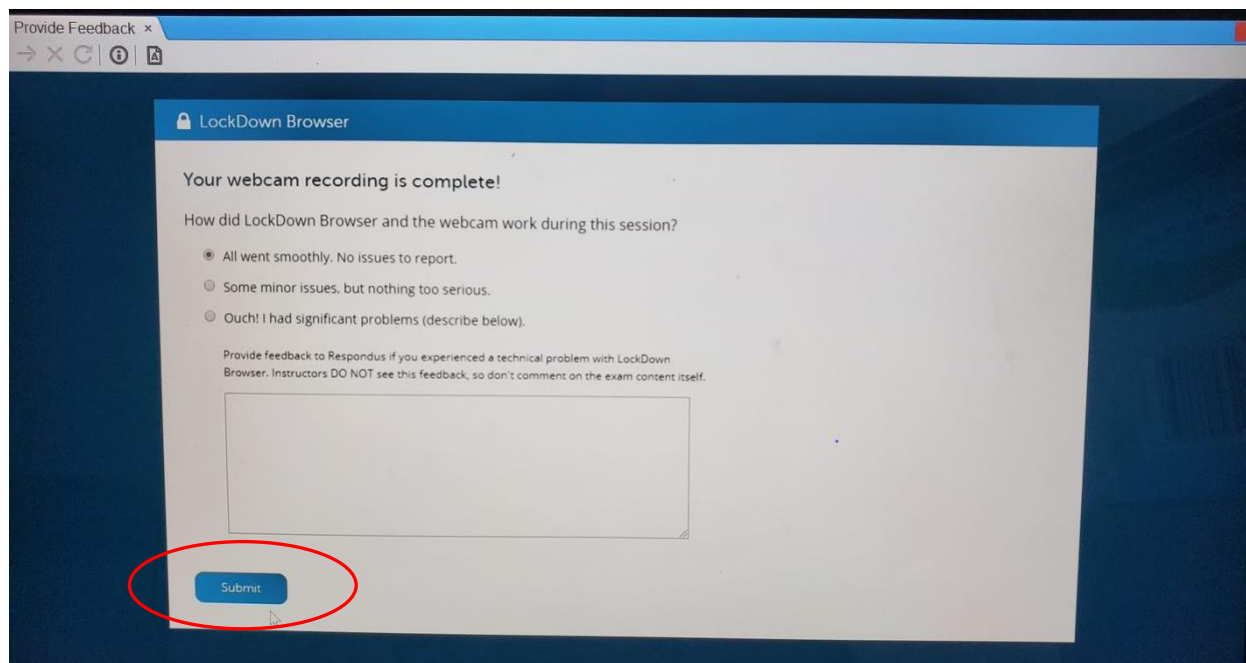


Figure 7. Respondus Feedback.

6. In addition to reporting any issues (#5), you must **email your Instructor** so that they are made aware that you have had an issue and also inform them if you have lost significant time to complete your exam.

YOU CANNOT ACCESS AN EXAM

If you are unable to access your exam and are receiving a "Not Authorized" or "Internal Error" message, this can mean one of the following:

- The exam is not available.
- The exam has ended.
- The maximum number of attempts for the exam have been reached.

If you believe you are receiving this message in error, contact your Instructor.

YOU ARE UNABLE TO SUBMIT YOUR EXAM USING RESPONDUS

If you are unable to submit your exam, follow these steps:

1. Contact your Instructor immediately and advise them of your issue.
2. Call the IST Service Desk at **204-474-8600 or toll free (North America) 1-844-626-** (during the **exam period**, from December 10 to 23, 2020, including Saturdays and Sundays, an expedited service is available by selecting option “5”).

Please note: Answers are saved automatically when writing the exam. Either your Instructor or the Service Desk technician will be able to view (and possibly submit on your behalf) your exam attempt.