



Proctor**U**



I ncident
R eport
C enter

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Incident report



An Incident report has been processed
An incident for the exam, N.E.W.T. has been processed. Please take a moment to review the incident by clicking on the button below.

[View Incident Report](#)

FIGURE 1

To view incident reports, a user must have a ProctorU instructor account.

When an incident report is filed, an email is sent to the account address attached to the exam iteration.

In the email, the instructor clicks the **View Incident Report** (Figure 1) link. This opens a web page and prompts them to log in to ProctorU if they are not already logged in.

- a Student name
- b Session data - Includes the institution, instructor name, exam name, appointment date, incident date and proctor name.
- c Incident Type(s) - Displays the urgency level and category of the incident.
- d Details - A summary of what happened and actions taken during the incident.
- e Chat Log - The chat record between ProctorU and the test-taker. Important sections maybe be highlighted if the entire chat log is shown.
- f Events - A timeline of events during the exam session shown chronologically from newest to oldest. Important sections and incident are highlighted in red, yellow and/or green.

An instructor can use the **Submit Questions** tab in the incident report if they have any concerns or comments, which will be seen and addressed by ProctorU representatives (Figure 3).

A PDF of the incident report can also be downloaded using the top-right link (Figure 3, circled).

Incident Report
Proctor Training

Summary Submit Questions 1

Print PDF

Incident Type
LMS logout not verified

Details

Incident Summary: After the test taker submitted their exam, they disconnected from our service without completely logging out of the institution's learning management system. ProctorU standards require test takers to log out of the learning management system at the end of each session to ensure prevention of saving or sharing exam content. This report is for informational purposes and we do not presume there was any compromise of the exam or breach of academic integrity during the session.

Refer to highlighted chat log area below.

Chat Log

This is super important.

Events

- 12:05pm CDT on Apr 12, 2016
Flagged as incident by Jim T Proctor User
QA Test - Showing process for Mike & Carson @ 4/12/2016 @ 10:01 - Jim T.
- 6:39pm CST on Jan 19, 2016
Flight path step completed by Livermore Proctor
Verify Test Submission
- 6:39pm CST on Jan 19, 2016
Flight path step completed by Livermore Proctor
Exam Start
- 6:39pm CST on Jan 19, 2016
Flight path step completed by Livermore Proctor
Verify Login
- 6:39pm CST on Jan 19, 2016
Flight path step completed by Livermore Proctor
Secure Environment
- 6:31pm CST on Jan 19, 2016
Verification passed by N/A
Idology authentication method
- 6:30pm CST on Jan 19, 2016
Flight path step completed by Livermore Proctor
Verify Identification
- 6:28pm CST on Jan 19, 2016
Picture taken by Leslie Yarp

6:28pm CST on Jan 19, 2016
ID taken by Leslie Yarp

6:28pm CST on Jan 19, 2016
HAWAII DRIVER LICENSE
ISSUED 04/03/181 EXPIRES 06/03/2020
STATE OF HAWAII
DRIVER'S LICENSE
NUMBER 01-47-87441
NAME LESLIE YARP
SEX F
DATE OF BIRTH 01/19/1986
ADDRESS 1234 MAHALO ST
CITY KAHALA
COUNTY OAHU
STATE HI
LICENSED BY STATE OF HAWAII
EXPIRES 06/03/2020
ISSUED BY STATE OF HAWAII
EXPIRES 06/03/2020

Incident Report
Proctor Training

Summary Submit Questions 1

Print PDF

Leave a note here...

Create note

Melissa Carden 2:43pm MDT on Jul 11, 2016
External Review Notes go here

Leslie Yarp

04/12/2016
Proctor Training
01/19/2016
BIO 2263 Exam 4
Livermore proctor

Incident Report Center (IRC)



Incident reports can also be viewed in ProctorU's Incident Report Center (IRC). After logging in, the instructor mouses over Sessions in the navigation bar and selects Incident Center (Figure 4).

FIGURE 4

The screenshot shows the ProctorU navigation bar with 'Sessions' as the active menu item. A dropdown menu is open under 'Sessions', showing three options: 'All Sessions', 'Escalations', and 'Incident Center'. The 'Incident Center' option is circled in red.

In the IRC, the instructor can view all incidents associated with their exam iterations (Figure 5).

Incidents can also be filtered by department, exam name, test-taker name, start and end dates and urgency level.

Clicking **View** next to an incident report opens its full details as seen on page two of this document.

FIGURE 5

The screenshot shows the 'Incident Report Center' interface. At the top, there are filter fields for 'Department', 'Test Taker', 'Start Date', 'End Date', and 'Urgency Level' (set to 'All'). Below these are search buttons for 'Reset' and 'Search'. The main area is a table listing 41 incidents. The columns are 'ID', 'Date', 'Name', and 'Exam'. Each row contains a small orange circle with a number (representing urgency), the incident ID, date, name, exam name, and a 'View' button. At the bottom, it says 'Showing 10 of 41 results' with pagination links from 1 to 5.

An instructor can also view a statistical breakdown for the incidents associated with their exams (Figure 6).

Chart Mode displays the following:

Key Stats - Shows percentages for:

- Exams fulfilled vs. sessions scheduled
- Incidents vs. sessions scheduled
- Processed incidents vs. total incidents

Urgency Breakdown - Displays a comparison of incidents by amount per urgency level.

Priority Breakdown - Displays a comparison of incidents by amount for each specific incident case.

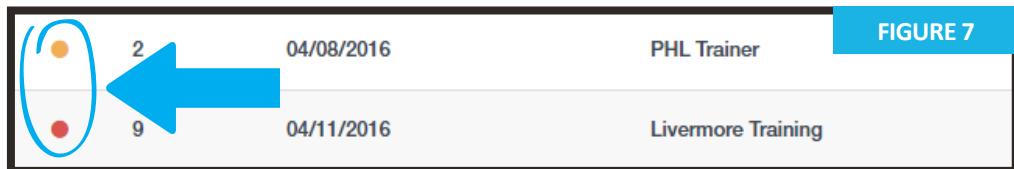
FIGURE 6

The screenshot shows the 'Incident Report Center' with 'Chart Mode' turned 'On'. At the top right, there is a 'Chart Mode' toggle switch with an 'Off' button and a red arrow pointing to it. Below this are three sections: 'Key Stats' (three donut charts showing 84% Fulfilled, 82% Incident, and 100% Processed), 'Urgency Breakdown' (a horizontal bar chart showing Low (30), Medium (8), and High (1) incidents), and 'Priority Breakdown' (a grid of incident types and their counts, such as Academic Integrity, Unpermitted break, LMS logon not verified, etc.).

Urgency levels



All incidents are flagged with an urgency level and color (**Figure 7**). An incident report may have multiple flags.



Red is **high urgency**.

Yellow is **medium urgency**.

Green is **low urgency**.

Each level is assigned specific incident events (**Figure 8**).

When a report is filed, each incident is assigned to one of the urgency levels so the general severity of the incident can be easily assessed.

Urgency Levels		
High	Medium	Low
Academic Integrity	Dropped connection, test taker never reconnected Logout without notifying proctor Logout without notifying proctor, phones made contact Failed authentication, only one ID Failed authentication, don't request second ID Failed authentication, checked two IDs Failed authentication, exam not opened Failed authentication, Keystroke Dropped connection, test taker did reconnect Multiple disconnections, exam still completed LMS logout not verified Unpermitted break	No authentication, only one ID No authentication, don't request second ID No authentication, checked two IDs Other

FIGURE 8



Have questions? Contact **ProctorU** today!

LiveChat at www.ProctorU.com or email contact@proctoru.com.