

# proctorü

## 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

## 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

**FIGURE 1** 

- 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.
- Details A summary of what happened and actions taken during the incident.
- Chat Log The chat record between ProctorU and the test-taker. Important sections maybe be highlighted if the entire chat log is shown.
- **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 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**).

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.

de	nt Rep	oort Center					Chart N	TIGORE	
artme	int				Exam				
Jepartment					Exam name	Exam name			
st Taker Start Date						End Date			
Test Taker name, username, or email				MM/DD/YYYY MM/DD/YYYY					
rgency L All	.evel		Þ					Reset	
	10	Data	Name		From				
		Date	Name		EXam				
•	27	04/15/2016	Livermore Training	9	ECO 1175 Test 3			View	
•	2	04/08/2016	PHL Trainer		ECO 1175 Test 3			View	
•	9	04/11/2016	Livermore Training	9	BIO 2263 Exam 4			View	
٠	21	04/11/2016	PHL Trainer 2		BIO 2263 Exam 4			View	
•	44	05/05/2016	Livermore Training	Livermore Training				View	
•	42	05/05/2016	Livermore Training	Livermore Training				View	
•	19	04/11/2016	Livermore Training	Livermore Training				View	
•	20	04/11/2016	Livermore Trainin	Livermore Training		BIO 2263 Exam 4			
•	3	04/08/2016	PHL Trainer 2	PHL Trainer 2		MAT-205 Mid-Term			
•	12	04/11/2016	Mike Jones UDPC	DIEGI	323 2016 - 323 Release	e Final Exam		View	
Showing	g 10 v of	41 results					First Prov 1	? 3 4 5 Next Las	

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 4 Home Schedule Sessions - Users - Ucard Home / Incident Re All Sessions Incident Center

PAGE 3

## **Urgency levels**



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

9 04/11/2016 Livermore Training	

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.





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