ProctorU

I ncident
R eport
## C enter

Incident report

FIGURE 1
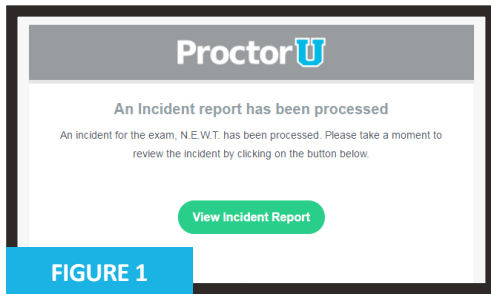
To view incident reports, a user must have a ProctorU instructor account.

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.
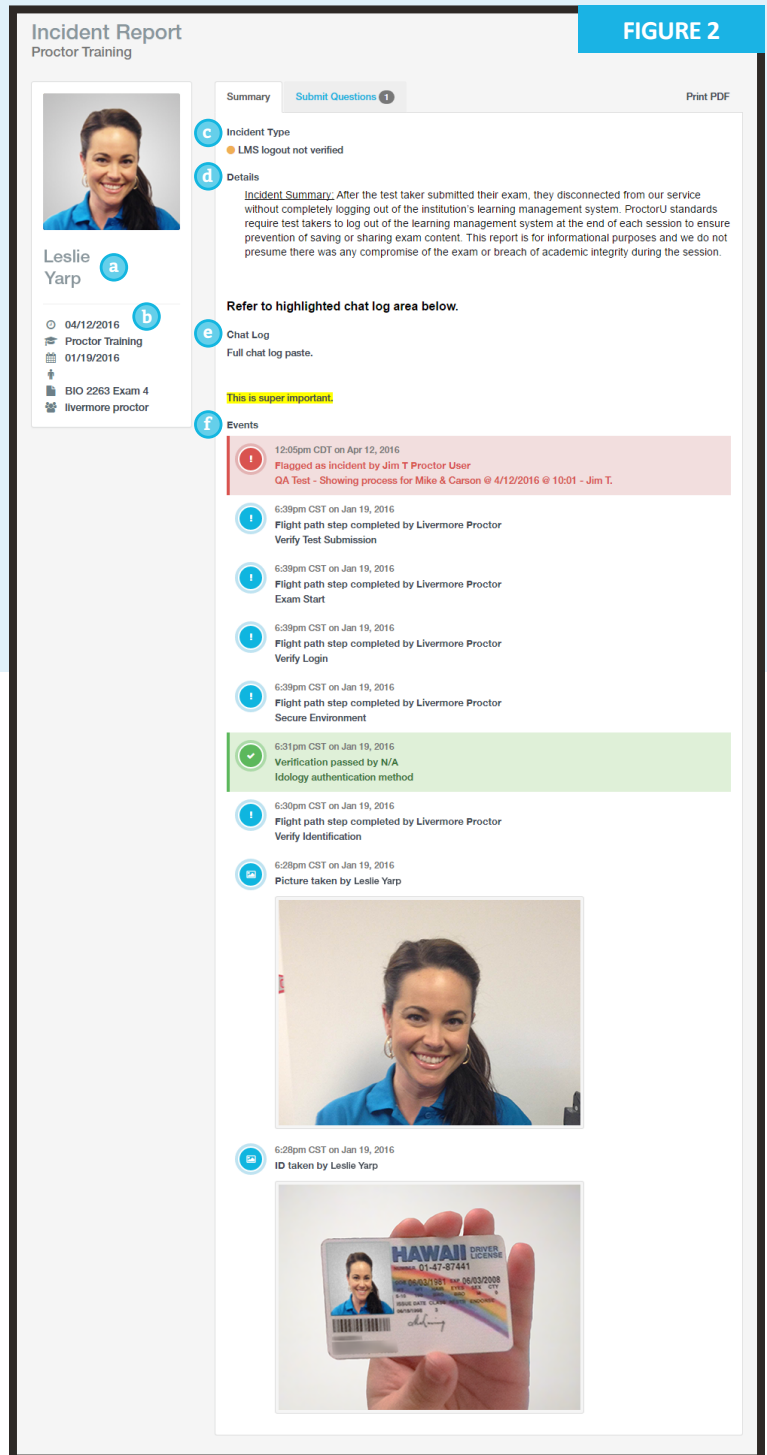
An instructor can use the **Submit Questions** tab in the incident report if they have any concerns or comments, which will be seen and addressed by ProctorU representatives (**Figure 3**).
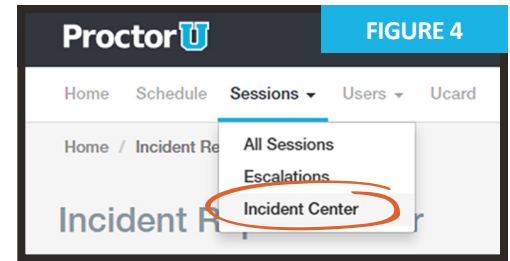
A PDF of the incident report can also be downloaded using the top-right link (**Figure 3, circled**).
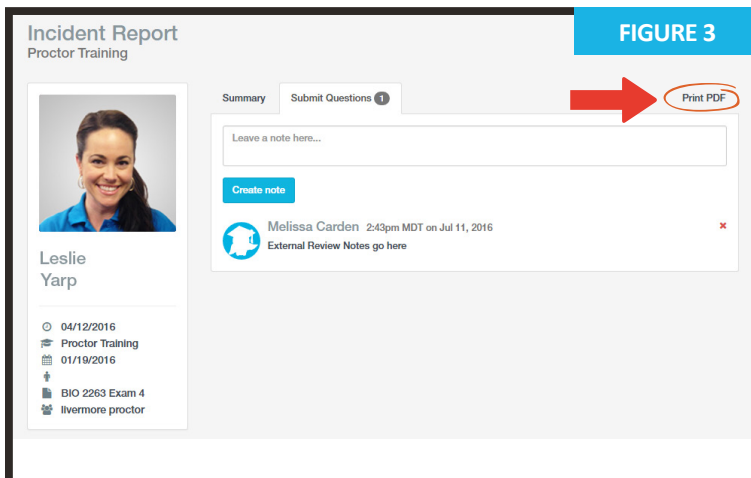
FIGURE 2

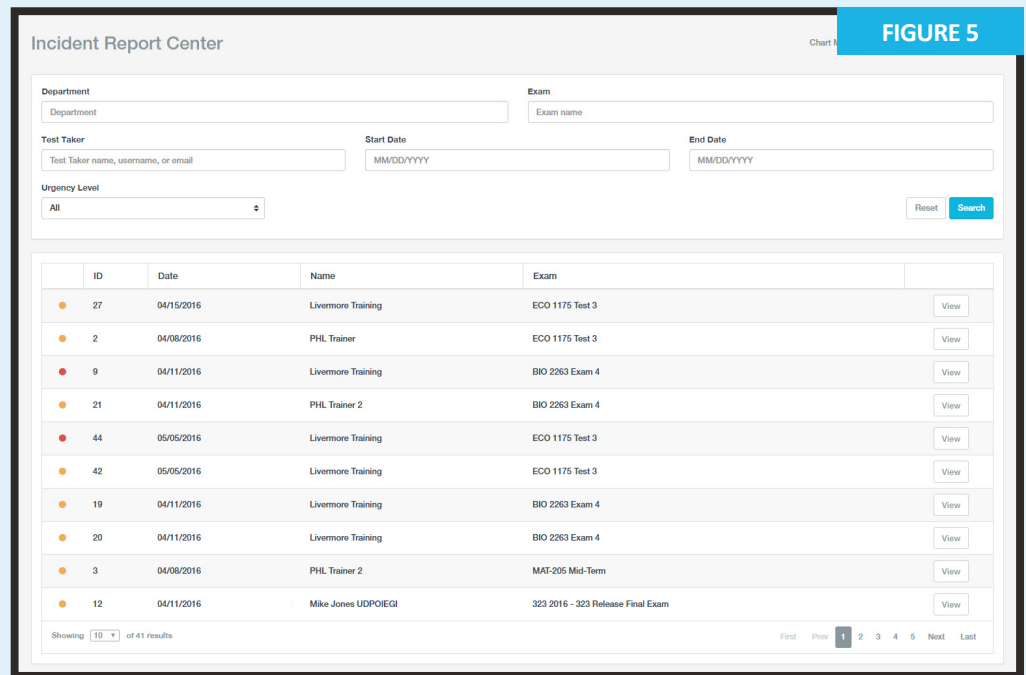**FIGURE 3**

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

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

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.
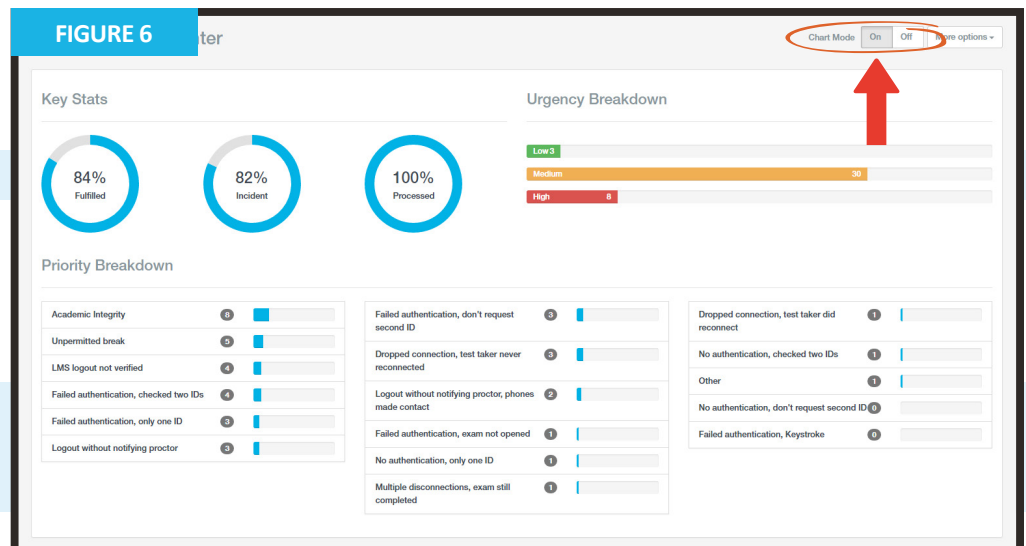
FIGURE 6

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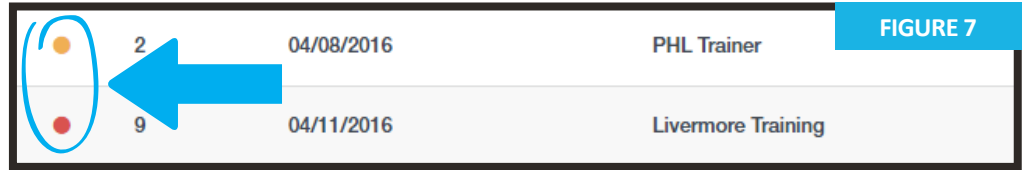

FIGURE 7

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.
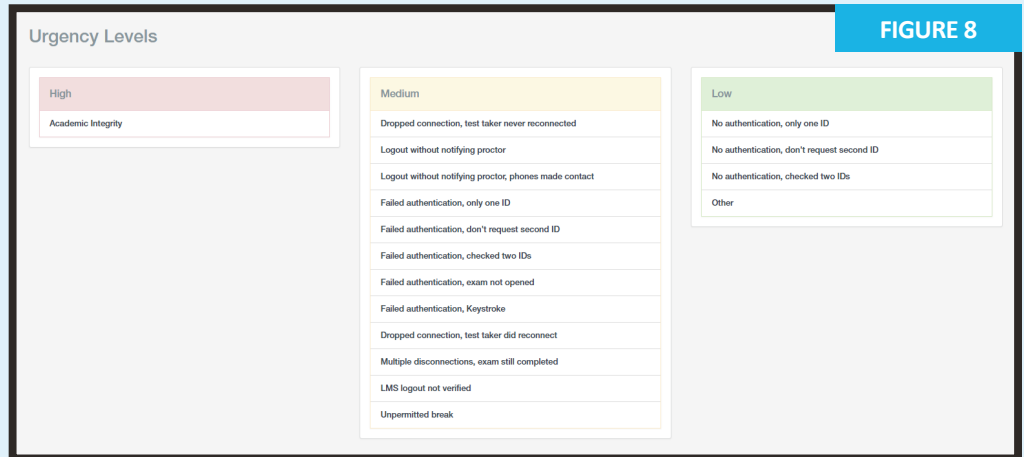

FIGURE 8

Urgency Levels

High	Medium	Low
Academic Integrity	Dropped connection, test taker never reconnected	No authentication, only one ID
	Logout without notifying proctor	No authentication, don't request second ID
	Logout without notifying proctor, phones made contact	No authentication, checked two IDs
	Failed authentication, only one ID	Other
	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	

Have questions? Contact **ProctorU** today!

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

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