

## COESP Remote Teaching Help: October 2020 #2

The following advice is collected from faculty and staff in the College of Biological Science.

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Hello everyone!

Here is another discussion about issues faced during remote teaching. This week's topic deals with issues related to online tests, including what colleagues are doing / not doing with Respondus.

### What do you tell students experiencing internet problems during a test?

The advice we have collected includes measures that might help avoid this issue and advice for what to do when it happens.

#### Helping avoid internet issues:

- Provide longer periods to **access** the test
  - e.g., access between 8:30 am and 5:30 pm; a 24 h window; quizzes open for 5 d; a take home midterm with 3 d to complete
- Provide longer times to **complete** the test
  - e.g., providing double time to all students as part of Universal Design for Learning
- **Schedule** the test so it begins and ends during CourseLink Support hours (see below)

#### For Individuals:

- Tell students to contact CourseLink Support ([OpenEd link](#)).
  - Extend the test the amount of time it took to get the problem solved with CourseLink
  - Add time to the test accounting for a Respondus environmental scan

#### CourseLink Support

Phone: 519-824-4120 ext. 56939

Toll Free: 1-866-275-1478

Email: [courselink@uoguelph.ca](mailto:courselink@uoguelph.ca)

#### Phone/Email Hours

Monday to Friday: 8:30 am to 8:30 pm

Saturday: 10:00 am to 4:00 pm

Sunday: 12:00 pm to 6:00 pm

#### For Short System Problems:

- Extend the deadline / access for the whole class

#### For Longer System Problem:

- Cancel the exam and reschedule a make-up test / exam

Communication is key. Communicating the plan to follow if any of these situations arise during a test will increase student confidence in you and reduce anxiety.

**Include in your course outline** steps for students to follow.

### How do students ask clarification questions during an online test?

The advice we received for this question breaks down into two groups: for those using Respondus Lockdown Browser and those that are not using it.

#### WITHOUT Respondus:

Email is the most common means of communicating with the teaching team during a test. Several instructors have a team including TAs to monitor email for tests that are accessible for

longer periods. One idea from a colleague is to post the answers to clarification questions on the discussion board so the whole class has access to the same information.

### **WITH Respondus**

This is a tough one because the Lockdown Browser does not permit students to use email while they are taking a test. However, there were a couple of interesting ideas provided:

- Students use a phone or device other than their computer to send an email. They make an announcement to the video and then use the phone.
- Students have a blank piece of paper shown during the pre- and post-environmental scan. They use this paper to make note of issues or questions during the test. The students voice any issues on camera and then email the instructor within 15 min of the end of the test. The issues are then taken into consideration during marking.

*If you are using Respondus, be sure to have your students do the practice Respondus test and deal with any issues **BEFORE** your test!*

These are just some of the ideas coming from the teaching community in CBS. If you have a way of communicating questions during a test that we haven't addressed, let us know!