

Student Use of Laptops NOT Supported by the Dental School:

The Dental School's laptop program is designed to provide consistency in the applications used by the School for instruction and clinical dentistry. The following pertain specifically to laptops purchased through the School's laptop program:

- Technical support is ONLY available for student laptops purchased under this program.
- During assessments, **STUDENT MUST USE THEIR DENTAL SCHOOL LAPTOP** and bring their power cord and internet cable. If there is a technical issue, IT will try to resolve this issue as quickly as possible, and if necessary, recommend a paper assessment be used.
- For **DENTAL SCHOOL ISSUED LAPTOPS**, students may obtain a loaner on a first come first served basis recognizing that the supply is limited.
- **Arriving at an assessment without Dental School issued laptop may result in the course director NOT ALLOWING a student to take an exam.**
- Students qualifying for "special needs" may make arrangements with Course Directors for taking a paper assessment or receiving additional time for taking an assessment electronically. Arrangements must be made at least **48 hours in advance** of the scheduled assessment.

About the Assessment:

- **BEFORE TAKING AN ASSESSMENT** – Logon to Blackboard and go to the appropriate site below and **TAKE THE MOCK EXAM** to insure your system is ready and to avoid technical issues. If you have difficulties, **DON'T WAIT**, take your system to the Student Technology Center on the 5th floor to resolve your technical issue.

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- Tend to your personal needs BEFORE arriving at the exam (restroom, equipment loan). Once the exam begins you may not leave the room unless approved by the Course Director.
- There is a 15 minute grace period to enable all students to gain access to their assessment. **ARRIVE ON TIME.** Arriving after this period may result in loss of privilege to take an assessment.
- **VIDEO SURVEILLANCE IS ALWAYS ON.**
- No food or drinks allowed in the lecture halls
- No electronic gadgets allowed. These include cell phones (even if they are turned off), cameras, USB devices (except wired or wireless mouse), PDAs, CDs
- Place book bags, books, etc. in the side isles and away from your desk. You are advised to keep all these items in your lockers.
- Connect your AC adaptor and network cable and make sure they are both working.
- Logon and make sure you have Internet connectivity.
- Turn off and exit all Instant Messaging Programs (MSN, AIM), web shots, post it notes, Yahoo, Google desktop services or anything else that may pop up in the middle of the exam. **If any of these are running, Questionmark Secure will not**

allow you to access the exam.

- **Close all applications on your laptop prior to starting the QM assessment.**
- Launch Internet Explorer. Log on to Blackboard and go to the Assessments and then into QM Assessments folder.
- If you don't see the link to the assessment – do not panic as the link will become visible only at the specified time
- The proctor will stagger the start of the assessment by selecting a few rows at a time. **Do not log into the exam until a proctor prompts you to do so.**
- The time of the assessment begins once you click on the assessment link.
- Click on the link to the assessment. You will see a popup window titled "Questionmark Secure". Click OK to acknowledge the message. If all is well, you should see a page with first block of questions. The exam will load shortly. To finish this block and go the next click on the square button at the bottom right corner of your screen.
- You should **CLICK SUBMIT ONLY AFTER YOU HAVE REVIEWED THE EXAM AND ARE READY TO HAVE IT GRADED. ONCE YOU CLICK SUBMIT YOU CAN NO LONGER MAKE CHANGES AND ARE FINISHED WITH THE EXAM.**
- All exams are proctored and you will be advised of the length of the exam and the number of questions. Feedback will be provided upon completion of the exam. The instructor may choose to discuss exam topics at a later time. All the questions will be presented to you one at a time. To go to the next question click on the right arrow, to go to the previous question click on left arrow. To flag a question click on the flag. You may flag questions to come back to it at a later time. If you have answered and flagged a question and click on the submit button, the answer you flagged will be submitted and the assessment is complete. After clicking on the submit button, you may see another block of questions or you may see the Judicial Policy block.
- Judicial Policy will always be the last block of your exam. After you are finished with the Judicial Block by clicking on the submit button, you will be provided with the feedback consisting of raw score, percentage score, and the questions that you got wrong. After you are finished reviewing your feedback click on the home icon at the bottom of the screen to exit the exam.
- **Always remember to use the Save button every couple of questions.**
- Raise your hand and IT will assist you.
- **Make sure your laptop system date and time is current.** Your system date has to match exactly for you to start the QM assessment.
- **YOU MUST EXIT QUESTIONMARK COMPLETELY AND TURN IN YOUR SCRAP SHEET IMMEDIATELY AFTER EXITING YOUR ASSESSMENT. FAILURE TO DO SO MAY RESULT IN DISCIPLINARY ACTION.**
- **FACULTY MAY ASK TO SEE YOUR LAPTOP BEFORE LEAVING THE EXAM ROOM AND YOU MUST BE LOGGED ON.**

Procedure in Case of Technical Failure During Questionmark Exam:

- Every effort will be made to complete the assessment electronically.
- **Students will remain in their seats without talking** and IT will advise the course director of the issue being experienced and make every effort to resolve it as quickly as possible.
- Students may not use their computer or review notes while a decision is being made.
- Depending upon the point at which the failure occurs and it's cause, IT will discuss the situation with the course director and actively consider the option of creating

paper copies to complete the examination process.

- If unable to launch an assessment as scheduled, and it appears unlikely that the technical issue can be resolved within 10-15 minutes, consideration for re-scheduling will be discussed with the course director, with the course director making the final decision for the course of action to be taken.

Procedure in Case of Fire Alarm During Questionmark Exam:

- **Hit the Save button** [you should see a halo around the save button, it is very subtle, when you click on it – only then is your save is working] and **Power OFF your computer immediately. DO NOT HIT THE SUBMIT BUTTON.**
- Leave your laptop in the classroom on the desk and then proceed to the nearest exit.
- **It is a violation of the Judicial Policy to discuss your assessment with others during the fire alarm.**
- Once cleared to return to the building, do so, and take your seat and remain quiet until you receive directions from the IT staff to turn on your laptop. **DO NOT TURN ON YOUR LAPTOP OR REFER TO YOUR NOTES DURING THIS TIME. DOING SO IS A VIOLATION OF THE JUDICIAL POLICY.**
- By hitting Save As You Go before leaving for the fire alarm, your answers and remaining time will be saved.
- If other issues arise, IT will discuss the situation with the course director and actively consider other options.