Support Model for Exam Assistance

**Note:** Instructor may choose to exit the Support Model at any point

### Exam Setup Assistance

1. **Start**
   - Instructor submits Exam Assistance Webform or contacts IT Support Centre

2. **IT Support Creates Footprints Ticket**
   - Assign ticket to Computer Training

3. **Trainer consults and gathers more information if required**
   - Assign ticket to Flexible Support
   - Teacher consults and gathers more information if required

4. **Computer Training Consults and matches up Instructor with an Exam Setup Helper**
   - Computer Training Assistants with access to courses for Helper

5. **Flexible Support Assists with access to courses for Helper**
   - Instructor and Helper work on Exam Details and Setup

6. **Exam date and time arrives**
   - Instructor advises students to use UR Courses Messaging for questions during the exam
   - Helper sets up a Zoom Meeting with Instructor for Exam Date & Time, provides link to Technical Expert

7. **A Technical Expert is assigned to the Exam**
   - Information provided to Helper
   - Instructor advises student to contact IT Support Centre 306-585-4685 for help

8. **Flexible Support Provides Guidance and Advice**
   - Technical Difficulties?
   - Contact Instructor via UR Courses Messaging Tool
   - Question about exam content?

9. **Changes are made by helper and/or instructor based on Flexible Support recommendations**

10. **Student Answers Exam Questions**
    - Issue Resolved?

11. **Student Contacts IT Support Centre 306-585-4685 for help**
    - Instructor provides information to student via Messaging Reply

12. **Student Accesses Course and Clicks Exam Link**
    - Question about Exam Link?

13. **Student Answers Exam Questions**
    - Issue Resolved?

14. **Student completes exam**
    - Instructor provides information to student via Messaging Reply

### In-Progress Exam Assistance

1. **Student Logs into UR Courses**
   - Trouble logging in?
   - Student contacts IT Support Centre for help

2. **Student Accesses Course and Clicks Exam Link**
   - Trouble finding Exam Link?
   - Instructor provides information to student via Messaging Reply

3. **Student Answers Exam Questions**
   - Issue Resolved?

4. **Student contacts IT Support Centre 306-585-4685 for help**
   - Instructor provides information to student via Messaging Reply

5. **Instructor provides information to student via Messaging Reply**
   - Contact Instructor via UR Courses Messaging Tool

6. **Question about exam content?**
   - Instructor advises student to contact IT Support Centre 306-585-4685 for help

7. **Information relevant to whole class?**
   - Instructor provides info to class via Group message in UR Courses

8. **IT Support assists with issue if possible**
   - May need to escalate to Technical Experts depending on the question

9. **IT Support assists with issue if possible**
   - Information relevant to whole class?

10. **Issue Resolved?**
    - Instructor provides info to class via Group message in UR Courses

11. **Instructor passes question to helper via Zoom**
    - Instructor provides info to class via Group message in UR Courses

12. **IT Support assists with issue if possible**
    - May need to escalate to Technical Experts depending on the question

13. **Student Logs into UR Courses**
    - Trouble finding Exam Link?

14. **Student Accesses Course and Clicks Exam Link**
    - Question about Exam Link?

15. **Student Answers Exam Questions**
    - Issue Resolved?

16. **Student completes exam**
    - Instructor provides information to student via Messaging Reply

### Deal with issue afterwards

- Instructor advises student to contact IT Support Centre 306-585-4685 for help
- IT Support assists with issue if possible
- May need to escalate to Technical Experts depending on the question
- Instructor provides info to class via Group message in UR Courses
- Deal with issue afterwards