

# Reopen exam impacted by connectivity issue

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Several exams were impacted by connectivity issues and will need to be rescheduled. Depending on the parameters and restrictions set up for the exam, various steps will be needed to reopen an exam to allow students to complete their work.

As a reminder, please keep the cost of attendance at McNeese low for students. Some exams are set up to use test monitoring service, such as the Respondus Lockdown Browser and Monitoring or ProctorU . Some faculty members set up exams that do not use these services at all.

If you plan to use a test monitoring service for your exam in Moodle, please consider using the Respondus Monitoring and Lockdown Browser solution when possible because McNeese pays the subscription costs with student fees. Therefore this service is available at no additional costs to the student.

However, there are some exams that need to accommodate students who are completing exams outside of Moodle, such as a publisher provided exam or an exam for a consortium of students from several universities , then the ProctorU services are available. However, this adds an additional cost to the student which can range from \$5 -\$40+ depending on the type of exam administered.

Below are steps for reopening an exam in Moodle.

**If no students in the class attempted the exam** and the test needs to be rescheduled:

- Use this [article](#) to reset the exam in Moodle.
- Scroll to the "Timing section" and set a new date and time for the exam.
- Email the class, this can be done through the class announcements section in Moodle, or you can email the class through Outlook, and let them know the new date and time to complete the exam.

**If some students in the class attempted the exam**, but did not finish:

- Use this [article](#) to reset the exam in Moodle.
- If you want to give students another attempt to complete the prior exam:
  - Scroll to the "Timing section" and set a new date and time for the exam.
  - Use the "Restrict Access" section - Read this [Moodle Doc](#) for more information.
  - In "User Profile", add students who need to complete exams.
  - eLearning recommends using the students email address to add them. If more than one person is added, select "any" for student must match setting.
  - Using these setting, a student could change their prior answers on the first exam attempt. If you want to restrict this, use the "Question Behavior" section in this [article](#) to restrict access using the "Each attempt builds on the last" feature.
  - Save changes.
- Email the students impacted, this can be done through the class announcements section in Moodle,

or you can email the class through Outlook, and let them know the new date and time to complete the exam.

If you would like to duplicate the exam to **prevent any and all access to any prior questions from prior exam**:

- Duplicate a quiz or test in Moodle
- Make sure editing is on, then hide the first/prior exam.
- Use this [article](#) to reset the exam in Moodle.
- If you want to give students another attempt to complete the prior exam:
  - Scroll to the "Timing section" and set a new date and time for the exam.
  - Use the "Restrict Access" section - Read this [Moodle Doc](#) for more information.
  - In "User Profile", add students who need to complete exams.
  - eLearning recommends using the students email address to add them. If more than one person is added, select "any" for student must match selection.
  - Save changes.
- Email the students impacted, this can be done through the class announcements section in Moodle, or you can email the class through Outlook, and let them know the new date and time to complete the exam.

### Respondus Error Codes:

Some students are reporting error codes when using Respondus. Below is information about the codes and possible solutions student should try prior to contacting Computer Services or eLearning for additional help.

- "error code: a4" - the error is caused by the student's anti-virus or firewall settings or their network settings. The article also includes steps students should take when they get this error.  
<https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/195/25/update-server-is-not-supplying-information-or-the-connection-to-update-server-is-blocked>

### Additional Resources

- Self proctor an exam
  - Exam Accommodations for Students
  - Web Conference, Virtual Meeting, Virtual Classroom Resources
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