



	Time during exam	Partial Impact (< 30 mins) & Course of Action	Significant impact (> 30 mins) & Course of Action	Communication
Individual student	First half of the exam time period	<p>Advice from IT Helpdesk & Course Coordinator to Continue exam.</p> <p>To manage anxiety regardless of impact, Course Coordinator can advise the student to apply for Special Consideration.</p> <p>Course Coordinator can consider extending the end time of the exam by changing the “close the quiz” time setting. The time limit (exam duration) must not be changed.</p>	<p>Students encouraged to complete the exam. As the extra hour may still allow them to complete within the allocated time period.</p> <p>To manage anxiety regardless of impact, Course Coordinator can advise the student to apply for Special Consideration.</p>	<p>Course Coordinator to respond to student via email with a course of action.</p> <p>Course Coordinator may communicate with IT Helpdesk – who may communicate with internal ISTS Teams.</p> <p>Course Coordinator to respond to student via email with a course of action.</p>
	Second half of time period	<p>IT Helpdesk will refer the student to the Course Coordinator.</p> <p>To manage anxiety regardless of impact, Course Coordinator can advise the student to apply for Special Consideration.</p> <p>Course Coordinator can consider extending the end time of the exam by changing the “close the quiz”</p>	<p>Students encouraged to complete the exam. As the extra hour may still allow them to complete within the allocated time period.</p> <p>To manage anxiety regardless of impact, Course Coordinator can advise the student to apply for Special Consideration.</p>	

		time setting. The time limit (exam duration) must not be changed.		
Group of Students (exam or geo-location)	First half of the exam time period	<p>Advice from IT Helpdesk & Course Coordinator to Continue exam.</p> <p>To manage anxiety regardless of impact, Course Coordinator can advise students to apply for Special Consideration.</p> <p>Course Coordinator can consider extending the end time of the exam by changing the “close the quiz” time setting. The time limit (exam duration) must not be changed.</p>	<p>Students encouraged to complete the exam. As the extra hour may still allow them to complete within the allocated time period.</p> <p>To manage anxiety regardless of impact, Course Coordinator can advise the students to apply for Special Consideration.</p>	<p>IT Helpdesk will ascertain the cause of the issue and notify the Course Coordinator to discuss the scenario. IT Helpdesk or Course Coordinator will advise students of the next action.</p> <p>Course Coordinator may communicate with IT Helpdesk – who may intern communicate with internal ISTS Teams.</p>
	Second half of time period	<p>IT Helpdesk will refer the students to the Course Coordinator. Consideration should be given to manage anxiety regardless of impact duration.</p> <p>Course Coordinator can consider extending the end time of the exam by changing the “close the quiz” time setting. The time limit (exam duration) must not be changed.</p>	<p>Students encouraged to complete the exam. As the extra hour may still allow them to complete within the allocated time period.</p>	<p>If geo-location issue, ISTS may not know specific students impacted therefore message needs to go to all students.</p> <p>Course Coordinator to respond to students via email with a course of action.</p>



All students	First half of the exam time period	Advice from IT Helpdesk & Course Coordinator to Continue exam.	Next actions to be advised by SAS and communicated to student via email. Rescheduling the exam to the next Saturday or end of exam period is the preferred option.	Splash page on learn online . IT Helpdesk (with input from SAS) to SMS to students to ensure a consistent message. Email to course coordinators
	Second half of time period	IT Helpdesk refers to SAS. SAS to consider globally extending the end time of all exams for the session (not duration).		