Examity Platform Known Bugs and Fixes November 2021
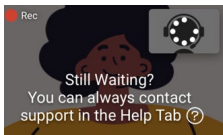
Maintaining test integrity and a seamless test-taking experience drives everything that we do at Examity. When issues arise, we work together both internally and externally to address them in the most efficient manner, to eliminate issues as quickly as possible.

What follows is a summary of current issues, as well as the corrective actions. All fixes are scheduled to be in place by the end of November, as we have bi-weekly product release and update cycles.

1. Long wait time to connect to proctor
Test-takers have described a long wait for proctors to connect. Typically, if a test-taker follows the on-screen prompts in Examity and NOT in their LMS, they should not encounter this issue.

Plan to fix: We are updating code to eliminate any potential overlap between the LMS and Examity screens. Additionally, we are adding on-screen messaging to direct test-takers to contact support if their wait is longer than 10 minutes.

2. Session echo issue
We have received some reports of test-takers and proctors hearing the proctor audio twice during the proctoring session.

Plan to fix: A code fix for this issue is now in place. Please notify our support team if there are any reports of an echo in any new session recordings.

3. Screen sharing challenges
When "Begin Exam" is clicked, the screen share may launch behind the main browser window. The test-taker should click on the "Share Screen" option, which will then launch the exam.

Plan to fix: We are updating the code so that the test-taker experience makes on-screen prompts easier to follow.

4. More robust cleanup after exam ends
When a test-taker exits an exam, the Chrome extension should automatically be removed. If they exit without following on-screen prompts, the extension may remain and cause future exam issues. We need to ensure that the extension gets uninstalled, and cache is cleaned to avoid sidebar load outside the workflow.

Plan to fix: We have planned a code change which will direct test-takers to "exit gracefully," following proctor (only in a live exam) or on-screen (used with an automated exam) directives to remove the extension.

5. External webcam support
Test-takers and proctors are viewing two different cameras: meaning the test-taker views camera 1, on the side bar, the extension is capturing and sending feed from camera 2 to the proctor.

Plan to fix: We plan to have a code change which requires the test-taker to select his/her default camera, which is the one that the proctor will be able to see.

Clients using additional testing applications
Clients who are using 3rd party applications for exams, such as MyMathLab, will experience a situation where the sidebar will not load once the test-taker arrives in that tool. Typically, this happens because Examity is aware of the URL for the exam within the LMS, but the LMS will redirect the test-taker to another website.