

Communication: Respondus Monitor and COVID-19 - 3rd UPDATE

From: Jodi Feeney <jfeeney@respondus.com>

Sent: Friday, March 13, 2020 11:37 AM

Subject: Respondus Monitor and COVID-19 - 3rd UPDATE

Hello,

This is an update to our two earlier messages about COVID-19 preparedness (provided below for quick reference).

With campus closures being announced at rapid pace, we are no longer requiring institutions to officially announce a closure before they can access unlimited licensing for Respondus Monitor (the automated proctoring tool for LockDown Browser).

From this point forward, higher education institutions with an existing LockDown Browser license simply need to notify us if they want the free, unlimited licensing for Respondus Monitor turned on for them.

To facilitate this process, we are asking license administrators to use the following form to submit their request for unlimited licensing of Respondus Monitor:

<https://forms.gle/SWjktjKZ1h9snLoU8>

Training is critical for instructors to be successful in using LockDown Browser and Respondus Monitor. Training videos and resources are provided in the application itself, but we strongly encourage institutions to direct instructors to the training sessions being offered daily: <http://respondus.com/webinars>.

Sincerely,

Jodi Feeney

COO, Respondus

March 9, 2020

Hello,

this message.

Since that time we have been responding individually to customer inquiries about COVID-19 preparedness. With a significant increase in inquiries the past few days, during this time.

You are receiving this message because your institution already has an enterprise license for LockDown Browser, so no further action is required from a licensing standpoint. All students, instructors, departments, etc. are covered by your current LockDown Browser license.

Respondus Monitor is the online proctoring service available separately for LockDown Browser. If your COVID-19 response will be using this service, please review the following:

- 1) For institutions that already use Respondus Monitor, if the campus is shut down for one week or longer, Respondus will provide a free, unlimited license for Respondus Monitor for the remainder of the school term (May for most institutions; June for quarter systems).
- 2) For institutions not yet using Respondus Monitor, an unlimited, 2-month pilot can be enabled for free. During the pilot period, if your campus is shut down for one week or longer, Respondus will extend the pilot through the end of your current school term

browser is unable to reach the Respondus server to retrieve the settings, it will use the default exam settings and allow the student to continue with the exam.

* Respondus Monitor scales automatically in terms of server load, with no theoretical limit for total capacity. We have good experience with autoscaling because it occurs daily as volume increases and decreases. Respondus Monitor handles hundreds of thousands of proctoring sessions during a routine week, and we are confident it will scale to millions of sessions if the situation requires it.

* Needless to say, services involving Respondus staff members have the least flexibility in terms of scalability. This includes teams responsible for 24/7 live chat, technical support, customer success (trainings, rollout), and account managers. Each team has plans in place for adding capacity/redundancy, or simply streamlining processes so more customers can be assisted.

*** Effective immediately, Respondus will offer DAILY training webinars for Respondus Monitor and LockDown Browser. Webinars are being scheduled at least 7 days in advance and will be available at different times of the day. Instructors and staff can register for the webinars at: <http://respondus.com/webinars>. We encourage you to share this information with your instructors, training and support staff.**

* For institutions in the Asia/Pacific or Europe/Middle East regions, please contact your account manager to schedule training webinars that are more suitable to your time zone.

Finally, here are important contact details or links that might be useful to you:

Respondus Monitor resources: <http://respondus.com/monitor>

Training Webinar Schedule: <https://respondus.com/webinars>

Customer Success email: training@respondus.com

Technical Support & Knowledge Base: <https://support.respondus.com>

Hopefully, this preparedness is for naught and the COVID-19 impact will be minimal. One of our concerns with this communication is that it might be interpreted as being

alarmist and opportunist. Please know our intention is to provide institutions the information they are requesting, including assurance that Respondus staff members are actively planning and preparing for a variety of scenarios.

Sincerely,

Jodi Feeney

COO, Respondus