DLC Student Policies

- All students are required to have their current N-Card to test. Other forms of government ID will not be accepted as a substitute for N-Cards because only N-Cards are designed to fully integrate with our check-in and check-out systems. DLC staff reserve the right to ask for a second ID if needed for identity verification. High school students who are taking UNL courses through programs such as Nebraska Now may present their current high school ID along with their NU ID number to be checked-in for their exam.

- Staff members will only answer technical questions relating to the functionality of the student's exam. Students are advised to do the best they can and discuss concerns relating to test content with their instructor.

- By default, nothing is allowed at each student's computer station other than DLC barcoded scratch paper and writing utensil. Calculators, electronic translators, dictionaries, and other items may be used by students at the discretion of their instructor. Calculator lids must be stored in lockers.

- For courses which allow the use of electronic translators, the DLC has a locked down iPad available for students to use for language translation. This device is available on a first-come, first-served basis, and its languages functionality can be viewed on the DLC Student information page (http://its.unl.edu/dlc/students).

- All testing stations will utilize Respondus LockDown Browser by default, which will prevent students from having access to unauthorized materials.

- Students with disabilities who require an accommodation for testing will automatically see accommodations on their DLC profile. Extra time will automatically be built into exam reservations. Seat type related accommodations will be available as options during testing time sign up and must be selected by the student. Please contact DLC staff for questions about additional accommodations.

- Students are not allowed to study, do homework, or work on practice tests in DLC.

- All student personal items must be kept in an on-site locker. Only permitted items are allowed during testing, examples of these items include your N-Card, authorized materials, DLC provided barcoded scratch paper, covered beverages, and writing utensils. Prohibited items include any materials or tech items (including but not limited to phones, digital watches, timers, pagers, radios, tablets, computers, headphones, etc.) not previously authorized by the DLC administrative staff or your instructor. DLC administrative staff reserves the right to refuse any items that have the potential to decrease test security or result in an academic dishonesty situation.

- If you are enrolled in two-factor authentication service, you will not need your established UNL two-factor device when you log-on for your test. Presenting your N-Card at check-in will constitute the second factor of verifying your identity, and therefore the DLC Exam

Commons computers will automatically bypass the requirement to verify with your two-factor device.

- No student may leave the room and return to a test in progress. The only exception to this rule is in the case of technical problems. In this instance, students may exit the main testing area and approach the front desk for technical assistance. There is a restroom available in the Digital Learning Center for students in process of testing. If the restroom is occupied and a student needs to use the restroom, they will notify the DLC staff and be escorted by a staff member to another facility.

- Students needing to utilize the Lactation Room will contact DLC staff about their needs. This room is located in 415 LLS.

- Barcoded scratch paper is scanned in and collected as part of the check-out process when exams are finished. Students who are allowed to take scratch paper out of the DLC must have it visually inspected by staff before doing so.

- Students are to schedule their testing times on a first-come, first-served basis with no exceptions. Beginning two weeks prior to the start of testing, a student may schedule their time slot. Early sign-up is recommended.

- If a conflict arises with a scheduled testing time, students may edit or cancel their testing time up until 15 minutes before the start of their reservation. If a student fails to do this and they miss their scheduled exam time, they will be able to sign up for one more testing timeslot within the original window if their instructor has permitted this reschedule option. If a student misses this next appointment or their instructor has not permitted the reschedule option, they will need to contact their instructor about scheduling a make-up exam.

- For multiple attempt exams, each student is allowed only one attempt per test per day. Students with multiple attempt exams will be able to sign up for their next attempt starting immediately after they have been checked- out of the prior attempt. This means that if a student takes their first attempt of a multiple attempt exam on the last day of that exam's window of availability, they will not be able to complete other attempts.

- Students may check-in for testing 15 minutes before or after their scheduled time slot. No new tests may be started 15 minutes past their scheduled time slot. All tests will be ended at close.

- Final testing slots of the day will be available for the maximum length of the exam plus fifteen minutes before closing time. This will allow students who check-in up to 15 minutes after their scheduled time slot to have their full testing time. For example, a student with a one hour exam would have a final possible slot of the day available as one hour and fifteen minutes before close.

- To accommodate students needing to take make-up exams as well as any technological errors, a very small percentage of DLC computers may be "held back" from general use.

- All students are required to be in compliance with the UNL Student Code of Conduct found at https://studentconduct.unl.edu/university-nebraska-student-code-conduct/.

- We reserve the right to deny access to students for problematic behavior.

- The Digital Learning Center is not responsible for any personal items left unattended and/or unsecured in any facility. Personal items can be secured in assigned lockers. Hats can be worn into the Digital Learning Center if they are presented to a staff member at the front desk for visual inspection prior to testing.

Exceptional Scenario Protocols

Suspected Cheating

- Suspected cheating occurs when a student is observed by a Digital Learning Center staff member (and/or video monitoring equipment) as exhibiting behavior defined as such. The definition of cheating is detailed in the UNL Student Code of Conduct in Section II.

- When staff members suspect students of cheating, staff will approach students and inform them that they have been observed exhibiting dishonest behavior. Students will then be asked to discontinue the behavior. Physical material relating to the suspected dishonest behavior will be confiscated (sticky notes, notecards, etc).

- After the dishonest behavior is stopped, students are allowed to continue testing. At this point, students who choose to discontinue the test may leave and a staff member will "Quit & Save" out of the student's test.

- Staff member uses student's N-Card and/or testing information to fill out an incident report. Observable facts are included -- opinions or speculations are omitted. The Digital Learning Center administrative staff will send this report and any evidence to the Student Conduct office as well as the involved faculty member.

Disruptive Behavior

- Disruptive behavior occurs when a student is observed by a Digital Learning Center staff member (and/or video monitoring equipment) as exhibiting behavior defined as such. The definition of disruptive behavior is detailed in the UNL Student Code of Conduct in the Standards of Responsible Conduct section of Section II.

- The staff member approaches the student and reminds them that disorderly conduct is against University and Digital Learning Center policy and asks the student to stop the behavior.

- If the student continues with behavior, the staff member will ask them to leave the center. If the student was taking a test, the staff member will exit the student's test. If the student refuses to leave, the staff member will no longer engage with the disruptive person.

- If at any point the staff member feels threatened, or if the student's behavior is threatening in any way to other students or staff, UNL Police will be called.

- The staff member fills out an incident report. Observable facts are included - opinions or speculations are omitted. Digital Learning Center administrative staff will send the report to the faculty member and the Student Conduct Office.

Emergency Situation Protocols

Winter Weather Option #1 - All Classes are Canceled

- The Digital Learning Center locations will be closed. The manager for the Digital Learning Center will close the center for that day on the reservation website, which will automatically cancel student registrations and notify them of the cancellation. The manager will also notify instructors who had an exam request scheduled on that day and offer the option for instructors to tack on an additional day to their exam request to make up for the closure.

Winter Weather Option #2 - In-Person Classes are Canceled and Follow Instructional Continuity Plans

- The Digital Learning Center locations will be closed. The manager for the Digital Learning Center will close the center for that day on the reservation website, which will automatically cancel student registrations and notify them of the cancellation. The manager will also notify instructors who had an exam request scheduled on that day and offer the option for instructors to tack on an additional day to their exam request to make up for the closure. Since the Digital Learning Center is an in-person service, it cannot be a part of instructional continuity plans if classes are canceled.

Winter Weather Closing Option #3 - All Classes are Conducted as Usual

- The Digital Learning Center locations will be open as usual.

Power Outage

- In the event the power goes out in the Digital Learning Center while students are taking tests, staff will follow guidelines outlined in UNL's Electrical Power Outage Procedure. The safety and well being of students and staff is of primary importance. All computers will be turned off to prevent any damage that may occur when power is restored. Staff will keep an alternate source of light to facilitate safety during the outage.

- If students are not allowed to continue testing, make-up requests will be scheduled at the discretion of each student's instructor.

- Students and instructors impacted by an emergency situation will be contacted.

Active Shooter Situation

Revised 12/06/2024

- In the event that a UNL Alert is sent out about an active shooter on campus, DLC staff will follow the UNLPD's "Run, Hide, Fight" emergency plan. Staff will decide the best course of action at the time of the incident.

- Staff will follow emergency guidelines outlined in the UNL document Procedures in Case of Emergency. The safety and well being of students and staff is of primary importance.

- Make-up requests will be scheduled at the discretion of each student's instructor.

- Students and instructors impacted by an emergency situation will be contacted.

Other Emergency Situations

- In the event of any natural disaster, accident, or other emergency incident that may occurduring Digital Learning Center hours while students are taking tests, staff will followemergency guidelines outlined in the UNL document [Procedures in Case of Emergency](#).

- The safety and well being of students and staff is of primary importance.

- Make-up requests will be scheduled at the discretion of each student's instructor.

- Students and instructors impacted by an emergency situation will be contacted.

Miscellaneous Issues

Test Link or Content Missing

- DLC staff reserves the right to add a test link and/or edit an exam's availability to allow for testing.

- If a student's test is missing content (i.e. the link to a picture is broken and it does not display), DLC Staff will try to contact the student's instructor while the student is still testing.

- If a staff member cannot reach the respective faculty member, a note will be recorded about the student's situation and the instructor will be contacted via email.

- The student's DLC reservation will be "deleted" by front desk staff and the student will be told to followup about the technical issue with their instructor.

Student Missing Valid N-Card for Testing

- All students are required to have a valid N-Card for testing. If a student does not have this requirement due to any personal situation (theft, loss, etc.), no exceptions will be made. It is an integral component to our secure testing procedure and is technologically necessary to the process.

- If this occurs during N-Card Office hours, the student will be offered the option of visiting the N-Card office to purchase a replacement N-Card.

- If this is not an option, the student will be told to reschedule their exam if this is an option or email their instructor to determine if schedule a make-up exam request will be possible.

Student is Distracted by Another Student While Testing

- Occasionally, a student may be distracted by another student in a way which doesn't rise to the level of disorderly behavior (e.g. pencil tapping, humming, or mumbling nearby while testing). In this scenario, the distracted student may approach the front desk to request a seat change.

- If seating allows, DLC staff will attempt to accommodate requests from students whose original seating assignments are affecting their level of concentration.

Revised 12/06/2024