

Nov. 30, 2020

Dear Students,

As you know, today is the first day of the College of Law's fall 2020 exam season. Two proctored exams have been administered. Late this afternoon, we received a report from one student who experienced a delay in launching their exam, and from another student who experienced a delay in exiting the Proctortrack software upon completion of their exam.

In neither case did the delay disrupt the exam taking process, and in each case, the students were able to complete and upload their exams within the allocated time frame.

Nonetheless, we considered these reports to be serious and immediately contacted the Verificent senior leadership team. We learned from them that the issue was a brief, non-recurring service delay during a scheduled server update. We have been assured by Verificent that there will be no further updates through the end of our exam period.

If you attempted the Proctortrack onboarding process during the service delay, you may not have been able to complete the process. If so, please do so as soon as possible. I wish you success in your exams and will continue to closely monitor our exam administration platforms.

Best regards,

**Joel Whitney G'20**

Director of Information Technology