



Stanford
M E D I C I N E

Educational Technology
Technology & Digital Solutions

EdTech's Service Level Agreement for School of Medicine Final Exam Support

Last revised 10/26/2023

- EdTech provides onsite support during final exam periods for required MD curriculum course exams offered in Canvas. This includes exams that are using LockDown Browser.
- EdTech's exam support includes:
 - Faculty consultation for assessment innovation and best practices
 - [Student pre-exam computer health best practice reminders](#)
 - Providing a LockDown Browser Verification Quiz in all Canvas course templates for course teams to use
 - Pre-exam review of exam settings in Canvas
 - During exam, exam instructions posted for students in classroom if needed
 - During exam, on site distribution of backup laptops for students needing them (requires resource reservation and Canvas-based exam)
 - During exam, tier one technical support
 - Liaising with TDS partner teams as appropriate, including:
 - AV Tech for coordinating distribution of backup laptops, documentation and troubleshooting
 - Field Services for [documentation](#) and troubleshooting
 - Networking for documentation and troubleshooting
- EdTech does not support:
 - Elective course exams or MSPA course exams
 - On site distribution of backup laptops for non-Canvas-based exams
 - Room/resource reservation review
 - ExamSoft/Examplify exams
 - Paper-based exams or any other non-Canvas-based exams
- EdTech only provides technical support and cannot provide any content support during exams
- The above only applies to quarterly final exam periods and does not include support services for NBME or any other high stakes exam.