

NextGen UBE July 2026 Administration Communication Structure and Escalation Plan

This document defines the communication channels and escalation paths for the July administration of the NextGen UBE. Its purpose is to ensure issues are resolved at the appropriate level, in the right order, and with clear visibility. Adhering to this structure is critical to maintaining exam integrity, operational clarity, and timely decision-making.

Channel 1: Site-Level Coordination

These Teams' channels are used to resolve room- and site-specific technical issues using onsite resources before escalation. They are the first line of response and should be used whenever an issue can reasonably be addressed locally. They should not include Kara.

Who	All Room Leads onsite, NCBE Site Lead, all Technical Proctors, Lead Technical Proctor, ITS designated Site Support Member
Purpose	Resolve site-level and room-specific technical issues prior to escalation (e.g., when a Technical Proctor is supporting multiple examinees and needs additional in-room support from an onsite Technical Proctor in another room).
When Used	Room-wide or site-specific issues that can be addressed locally.
Channel Labels	Site Chat_Name of Location

Channel 2: Cross-Site Status and Leadership Visibility

This is the primary operational coordination channel during active testing and the single source of truth for real-time status across all sites. It provides standardized progress reporting and serves as the escalation path when issues require Kara’s attention.

Who	All NCBE Room Leads across sites, all Site Leads, Wazir, Narmeen, Kara
Purpose	• Proactive, standardized status updates • Escalation of issues that cannot be resolved onsite
When Used	This is the primary operational coordination and escalation channel during active testing.
Required Status Updates	An Excel tracker will be pinned to the chat. Each room must mark completion (“X”) for the following milestones: • All Examinees connected to Wi-Fi • All Examinees logged in and on the session number screen • All Examinees entered session number • All Examinees admitted and testing • All Examinees successfully submitted data at section end If an issue occurs at any stage: • Do not mark the milestone • Immediately comment in the teams chat • Begin the message with location and room number Example: “SiteName_Leadership: Wi-Fi is down; Examinees cannot log in; launching hotspot.”
Escalation Criteria (examples)	• All but one Examinee connected and room is 15+ minutes into testing • Five or more Examinees receiving Secure Browser errors • Backup devices nearing depletion • Program Workshop malfunction

Severity Labeling	• Include SEV level in the message • Prefix SEV 1 issues with an exclamation point Examples: “SiteName_Leadership: SEV 2: Program Workshop malfunctioning; admin device rebooted and relaunched, still not functioning. Testing not interrupted, will update or escalate in five minutes.” “! SiteName_Leadership: SEV 1: Site-wide Wi-Fi outage; hotspot cannot support all Examinees. Needs Kara’s immediate attention”
Channel Label	SiteName_Leadership

Channel 3: ITS Escalation

This channel is reserved for technical issues that require immediate ITS leadership involvement after onsite resolution efforts have been exhausted and Kara was not able to resolve herself. Access and initiation are tightly controlled to ensure clear triage, prioritization, and response.

Who	Kara, Pat, Narmeen, Erin, Jaclyn, Wazir, Christina, Jim
Purpose	Technical issues that cannot be resolved onsite and require immediate ITS leadership involvement.
When Used	Only after resolution attempts in Chat 2 have been exhausted.
Governance	Kara is the only person who initiates messages in this channel. If someone believes escalation is required, they should message Kara directly for triage or note in Chat 3. Kara will determine whether to initiate this chat.

Channel Label	Escalation Chat
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Channel 4: Executive-Level Escalation

This channel is used for time-sensitive, high-impact issues that cannot be resolved through established chat channels. Communication is direct, time-boxed, and focused on rapid coordination and decision support.

Format	Direct calls or text messages (not Teams)
Who	Kara and Pat
Process	• Calls are time-boxed to 10 minutes • Kara immediately posts updates to Chat 3, then Chat 2 • If needed, Pat provides text updates to Kara every five minutes • Kara shares approved language to be read aloud to Examinees in impacted rooms via Chat 3 and then Chat 2.

Highest-Level Escalation: NCBE Executive Leadership (CEO and ISC)

This escalation level is invoked only when executive decision-making is required to protect exam integrity, candidate experience, or enterprise level risk. Decisions made at this level are communicated clearly and immediately down the escalation chain.

Process	• Kara texts Judy, Darin, and Cindy to convene the decision-making group • Kara sends a follow-up email to all invited • Calls are time-boxed to 15 minutes • Kara presents the issue and a recommendation • A decision is made and communicated down the chain via Chats 3 and 2.
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Examples	• Content security breach requiring exam suspension • Widespread system outage requiring external communication • Natural disaster or health incident requiring termination of testing
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