DMU guidance for taking exams remotely July-September 2020

This document provides guidance as you take your exams in what are exceptional circumstances. DMU is doing everything it can to support you during the remote exam period.

You will have been informed by your module leader or module tutor on Blackboard if you are expected to take a remote exam.

Remote (i.e. on-line) exams must be completed within a 24-hour period. This 24-hour period is referred to as the 'exam window' throughout this guidance. There are some module specific variations to this general exam window; please consult your module leader to ensure you understand how your exam or test will work.

This guidance sets out the examination procedure and describes the preparation required and behaviours expected from you when taking exams remotely.

PLEASE NOTE that in some modules, exams have been replaced with alternatives which are now considered to be 'online assessments' rather than remote exams. Instructions on Blackboard will make it clear which type of assessment applies to your modules.

1. General information regarding remote exams

1.1 Please consult Blackboard for details of the assessments you are required to undertake and their deadlines.

PLEASE NOTE if you do not have access to Blackboard, you must contact your module leader by email as soon as possible to discuss alternative arrangements.

Exams which will take place during the summer resit period, unless they have been replaced with an alternative assessment (see Blackboard for details), will be conducted remotely and may be one or more of the following:

• essay-type question/answer(s)

• MCQs - Multiple Choice Questions

• phase test

It is essential that you consult Blackboard and check your DMU e-mail regularly for the most up to date information. Please ensure that you have read the specific instructions and guidance from each module leader or module tutor.

1.2 Student Confirmation of Original Work

By submitting your exam, you are confirming that your effort is an individual effort and that you have not engaged in bad academic practice and/or an academic offence. If you are unsure of the definition of bad academic practice and what might constitute an academic offence, please refer to Chapter 4 of the General Regulations and Procedures Affecting Students 2019-20. Please note that the full disciplinary regulations will apply to any cheating behaviour, including possible referral to an Academic Offences Panel which has the authority to dismiss you from the university.

1.3 What type of remote exam?

 Open book

Open book exams will normally start on the same date that your exam was originally scheduled. There will be exceptions to this where the exam start date must change to ensure that the finish date does not fall on a Sunday.

The period of time allowed during which to complete the exam will be 24 hours, in most cases beginning at 11.00 am British Summer Time (GMT+1) on the published exam date. There are some exceptions to this start time and you should check with your programme and module leader to confirm.

 An exam window of 24 hours does not mean that you have to spend 24 hours on your exam. It means that you must start and finish the exam within that 24-hour period.

Closed book i.e. Multiple Choice Questions (MCQ) or phase test

If you are expecting an MCQ or phase test, these will be made available via Blackboard for 24 hours on the date published. These will normally be time-constrained tests (e.g. one or two hours). There are some exceptions to this exam window and you should check with your programme and module leader to confirm.

Please note that, depending on the type of MCQ or phase test, you may not be able to go back to the beginning of the test once you have opened it to start again. This will be made clear to you in the instructions when you open the test. The time will begin as soon as you open the test. You are able to begin the test at any time within the 24-hour exam window except in those instances where a variation exists; **please check with you programme and module leader.**

 1.4 Ensuring the integrity of the remote assessment process

 We will use standard university methods (moderation, external examiner scrutiny) to ensure that the assessment process has been conducted fairly and in accordance with agreed marking schemes.

2. How can I prepare for the remote exams?

Check that you have access to Blackboard and check your accounts before the exam.
Report any issues immediately to the [ITMS Service Desk](#) via email or phone on (044) 116 2506050.

Make sure that you have consulted fully all instructions available on Blackboard, and have noted the availability of module leaders should you have a query about the exam paper on the day.

You should revise for your exams as you would normally do and in advance of the exam date itself.

If your exam paper is open book, you will have access to sources of factual information, including the internet and your own notes. Please remember that cutting and pasting information directly from an internet source without attribution contravenes academic regulations. It may not be a good use of your time within the exam window to try to access such sources rather than focus on answering the exam questions. It is strongly recommended that you access and prepare any material you might need before the exam date.

If you are taking an MCQ or phase test, you will be expected to draw upon your own knowledge and learning at the time of the test rather than review external sources. You will also need to manage your time very carefully to ensure that you do not run out of time while taking the MCQ or phase test.

You will find useful information and helpful guidance on preparing for exams at the [DMU Library and Learning Services Support Online](#) .

See also **Section 6** for some useful tips about preparing for and taking your exams.

3. What will I need to be able to take the exam remotely?

• An internet connection and a device which can access and upload to Blackboard, and allow you to read and write emails; a phone on which you can be contacted if necessary; and you may need a smartphone, tablet, digital camera or any other device to scan graphs, diagrams or visual elements.

• Please note that DMU uses Office 365 and so we ask students to use either Office 365 file types (Word, Excel, PowerPoint and so on) or PDFs. Other file types (such as those used by Apple, like Pages, Keynote or Numbers) are not compatible. Further details can be found at [Office 365 Student Support.](#) Turnitin will also only allow you to upload single files of Word documents, PDF or JPEG. Please consult Blackboard for further details.

 • Ensure that all updates to operating systems and anti-virus software have been completed prior to the start of the exam to prevent any unexpected updates occurring

during the exam itself. For any battery-powered devices, make sure these are fully charged and that you have the mains adapter and a suitable nearby electric socket.

• You may need a suitable calculator or other device to perform numerical calculations. Please consult Blackboard for further details.

• Before your exam date, decide where you are going to sit the exam. Is this a quiet space with minimal disturbances? Will you have everything you need on hand? Should you have a problem on the day of the exam, do you know who to contact? If you are concerned that you will not have a suitable space to take your exam, you should contact your module leader as soon as possible. It may be better in such circumstances to defer your exam.

• If you need to travel to a place where you can take the exam, and if travel is allowed at the time of the assessment, then you should allow suitable time as you would for a formal written exam, bearing in mind the 24-hour exam window or your module specific timings.

Should you envisage any problems with accessing or being able to complete your exam remotely, you must notify the appropriate module leader by email as soon as possible and preferably before the exam date.

3.1 Students who are entitled to additional or special exam arrangements

If you are entitled to additional or special exam arrangements and you think that you will not be able to replicate such arrangements remotely, please notify the appropriate module leader by email and copy in your personal tutor as soon as possible, and preferably before the exam date.

4. During the exam

You should not communicate with anyone about the exam content while you are taking the exam (this includes family and friends, other students or outside agencies). Doing so would constitute a major academic offence and it will be investigated and treated as such if discovered or reported. We also strongly recommend that you switch off any social media channels when undertaking your exams.

PLEASE NOTE that if you are required to type an answer, the system could timeout after 60 minutes. Answers must be saved regularly and at least every 20 minutes whilst logged in.

It is strongly recommended that if your exam requires you to write text-based answers, you type your answers to the exam questions into a separate Word document, and copy and paste these answers into the exam paper itself. You must ensure that you are only cutting and pasting *your* answers to the specific exam questions. Please go to 1.2 above and to Chapter 4 of the General Regulations and Procedures Affecting Students to be reminded of what constitutes an academic offence and bad academic practice.

5. What happens if I have a problem on the day of the examination?

 • **If you have an account or password issue on the day of the exam**, you should contact the [ITMS Service Desk](#) via email or phone on (044) 116 2506050. The Service Desk will be available from 8am-5pm during the working week.

 • **If you have technical issues on the day of the exam** such as loss of internet connection, power loss, faulty devices, corrupted uploaded file or similar and you are unable to resolve these issues within the exam window (e.g. with your internet provider), you should keep a detailed note of the time and nature of the issue and any evidence that might be available to you (e.g. by taking photos or videos documenting the problem). If you are unable to complete the exam within the time allowed, you must contact your module leader as soon as you can to inform them.

 • **If you have an academic query** (i.e. you believe there is an error on the exam paper) you should contact the module leader immediately. If you are unable to reach the module leader, you should still attempt the question to the best of your ability and add a note to your answer explaining the issue with the question. Any errors on the exam paper will be taken into account in the marking of the paper. **You must consult Blackboard for details of how to contact your module leader and for their availability during the exam period.**

• **If you have problems uploading your work to Turnitin/Blackboard within the exam window,** you should upload your work as a PDF file to OneDrive. Instructions on how to do this can be found on the [Supporting your Learning](#) page of the DMU Library and Learning Services website and at [Support 365 OneDrive upload](#). Once you have saved your work, contact your module leader immediately. If this fails, then email your completed assessment to your module leader as evidence that you have completed it within the time allowed.

• **It is your responsibility** to ensure that your work is submitted within the 24-hour exam window and that the document/material submitted is provided in the format requested. If the work is submitted after the 24-hour exam period or cannot be accessed by the examiner, it will not be marked.

 • **If you are ill and unable to take or continue the exam** on the exam date, you should firstly seek appropriate medical advice; once you are feeling well enough, you should make an application for deferral of the exam. Please refer to the guidance regarding deferrals on

the DMU Student Gateway and to relevant FAQs at Coronavirus Student Information and Advice.

• **If you have unforeseen issues on the day of the exam**, be it technical, medical or personal, you should make an application for deferral of the exam. Please refer to the guidance regarding deferrals on the DMU Student Gateway and to relevant FAQs at Coronavirus Student Information and Advice

 • **In case of serious emergencies** (earthquake, fire, or similar) you should stop working and reach safety. Once safe, you should notify your module leader by e-mail and copy in your personal tutor as soon as possible.

6. Simple tips for remote exam success

Before the day

 1. Consult Blackboard well in advance of the exam to ensure that you understand the instructions for the exam, know the exam date and can access any necessary equipment or technology.

2. Do your preparation well in advance of the exam date as you would for an exam taken under normal circumstances.

3. The day before the exam, check that you can connect to Blackboard and Turnitin via your own devices and check that they are fully charged. If you will be hand-drawing a diagram to photograph, which will then be inserted into a Word document, do a rough test to check that you can do this successfully on the day.

4. Test your "exam room" in advance. Set up your laptop or other device in your designated quiet place and check if you need to make any adjustments.

5. Let those in your household know your exam schedule so that they can prepare to support you and minimise distractions on your assessment days.

6. Ensure that you have your emergency contact details to hand. For module leader and module tutor contact details, please go to Blackboard.

7. Where possible, plan to start your exam early and to finish it within UK working hours. Your module leader will be available as noted on Blackboard.

On the day of the exam

 8. Set up your "exam room" before starting the exam. Collect and set up anything that you might need in order to complete the exam undisturbed e.g. laptop, a bottle of water.

9. If possible, ask others in your household to switch off Wifi on any unnecessary devices if you are undertaking an exercise that requires you to use Wifi, as this may boost your signal.

10. Switch off social media and other communication channels.

11. Let others in your household know when you are beginning your exam and ask not to be disturbed.

12. Download the exam instructions and save your working document on your computer.

Save regularly in order to minimise the risk of losing your work. It is strongly recommended that you keep a minimum of two copies of your work on different drives to ensure you have a back-up of your work. Please also see Section 4 above.

13. Read the instructions and the exam questions carefully.

14. Address only the question or issue you are being asked to consider.

15. It is good practice to make time to re-read your answers before submission to check for ambiguities, spelling errors and grammatical inaccuracies.

16. Submit your exam well before the deadline – do not leave it until the last minute because Turnitin may then experience problems due to high submission volume. Be sure that you have submitted everything you intended to submit.

DMU hopes that you keep well and safe during this exceptional period and wishes you every success in your assessments.