



STUDENT GUIDANCE FOR TAKING EXAMS

As you know, exams will be taken online during this academic year unless there are specific requirements for face-to-face exams on campus in your course area. Where face-to-face exams are scheduled, students will be notified through their course team. The following information sets out how exams will operate.

When will my exams take place?

You will have been informed by your Module Leader if you need to take an on-line exam this academic year. Exam scheduling is managed centrally through the University Exams Office who issue all exams timetables, so you can see when your exam is scheduled to take place. Exam schedules are published on <https://my.dmu.ac.uk> and students can view exam dates/times by logging onto MyDMU, click on the 'Exam Schedule' tile and select the module prefix that matches the modules you are studying. You can find out more information [about deferrals and extensions on the website](#).

Keep a look out for more communications on exams via the usual student communications channels (email, Blackboard, MyDMU)

How will my exams take place?

All exams will be held on-line, so you need to think about a suitable place to take your exam in a quiet, undisturbed space. You are encouraged to take your on-line exam in your home environment. There are no dedicated facilities on campus which will allow you to take your exam in a quiet space. All on-line exams will be accessed through Blackboard (Bb) virtual learning environment: <https://vle.dmu.ac.uk/>

Some exams are exceptionally scheduled on campus, in person, in a formal exam room environment; these have been agreed at subject level and in agreement with Professional, Statutory and Regulatory Bodies (PSRBs). Your module handbook and Blackboard announcements will specify if your exam is to be taken face to face on campus, or on-line. Face to face exams will be of fixed, timed duration, will be fully invigilated and all normal exam room regulations apply. Students cannot request an alternative online exam.

If you are unsure about the type of exam you are scheduled to sit, contact your module leader in good time before the exam takes place.

What are the exam timings?

Online exams will take place over a 24-hour period but this does not mean you have to use the full 24 hours to complete the exam. An indicative duration time of the exam will normally be included in the exam instructions and this is a **recommended time** for you to spend completing the exam and how long the exam would typically take if you were able to focus on it in 'standard' exam conditions.

You may want to consider when in the day is the best time for you to concentrate and are unlikely to be disturbed. You will need to allow time to download the exam question, complete your answers and submit within the 24-hour period.

The 24-hour time period will start and finish at 9am UK time. It is important to leave yourself time to submit your work before the deadline

Some exams are exceptionally scheduled for a fixed time duration, and this is due to Professional, Statutory and Regulatory Bodies (PSRBs) requirements. Your module handbook and Blackboard announcements will specify if your exam is to be taken on-line within a fixed time duration.

Multiple Choice Questionnaire (MCQ) exam papers are slightly different as they will be of specific timed duration – check your module shell information on Blackboard for details. Once you begin the exam, the fixed time duration will start and this is the time you have to complete and submit your answers. Where professional body exceptions apply you will be advised of this locally by the module team.

Students with Individual Exam Arrangements

For online exams, the 24-hour exam period allows students individual flexibility to plan and manage the time they need to complete the exam. This includes students taking the exam in different time zones and also incorporates any recommendations for additional time granted through the Disability Advice and Support assessment.

For online exams with fixed time durations, additional time will be added for students who have a confirmed Individual Exam Arrangement agreed with the Disability Advice and Support team by 25 March 2022.

How can I prepare for my exams?

1. Check that you have access to Blackboard before the exam date. Report any issues immediately to the ITMS Service Desk via email or phone on **+44 (0) 116 2506050** or **0116 2506050** if you are in the UK.
2. Check the exam schedule at: <https://my.dmu.ac.uk> for any exams that you are due to be sitting. It is important to check this regularly as occasionally exams are rescheduled
3. Ensure that you have read the specific instructions and guidance from each Module Leader. If you have any questions you should contact your Module Leader in advance of the exam
4. Make sure that you have read all instructions on Blackboard, and have noted the availability and contact details of Module Leaders should you have a query on the examination day.
5. Check your DMU email regularly for the most up to date information
6. Revise for your exams as you would normally do in advance of the exam date
7. Think about where and when you will take the exam, such as a comfortable space where you can sit undisturbed, ensure that you have access to the resources/facilities required. You will need an internet connection and a computer which can access and upload to Blackboard

and allow you to read and write emails. You may need a smartphone, tablet, digital camera or any other device to scan graphs, diagrams or visual elements.

8. DMU uses Office 365 file types (i.e., Word, Excel, PowerPoint) or PDFs. You need to ensure you can engage with Office 365 software. If you require support using Office 365 software further details can be found here: <https://library.dmu.ac.uk/ms365/outline>

What happens during the exam?

You should not communicate with anyone about the exam content while you are taking the exam (e.g. family and friends, other students); doing so constitutes 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 (e.g. WhatsApp, Instagram, Facebook etc) when undertaking your exam. Please visit the [DMU Bad academic practice web page](#) for more information about how the university defines bad academic practice.

It is important to note that as you are normally required to type an answer, please remember to save your work regularly; at least every 20 minutes whilst logged in is recommended. Handwritten answers will not normally be accepted - but you will be informed by your Module Leader if there is a requirement for handwritten work to be submitted.

By submitting your exam, you are confirming that your effort is an individual effort, entirely your own work and that you have not engaged in bad academic practice and/or an academic offence.

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.

Students should note that a sample of exam answers will be subject to similarity testing, which may include being run through TURNITIN software. If your exam paper is open book, you will have access to sources of factual information, but the scope and nature of the sources you may use will be clearly indicated in the exam rubric including the use of your own notes.

Please remember that cutting and pasting information directly from an internet source or reproducing a word for word reproduction of text without referencing, also known as citation, contravenes academic regulations. You should only submit work using your own words with a reference to the sources that influenced your thinking. It may not be a good use of your time within the examination window to try to access such sources rather than focus on answering the examination questions.

It is strongly recommended that you access and prepare any material you might need before the examination date.

DMU will use standard university methods (including TURNITIN, internal moderation, and external examiner scrutiny) to ensure that on-line exam(s) are conducted fairly and in accordance with DMU processes.

What support is there if things go wrong?

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 this causes you to be unable to complete the exam, you must contact the appropriate 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/questions) you should contact the appropriate Module Leader immediately. Whilst awaiting a response from the Module Leader you should still continue to attempt the questions to the best of your ability and add a note to your answer explaining the issue with the question, plus reference to the time at which you contacted the Module Leader. The Module Leader will under no circumstances be able to advise you as to the technical content of questions, or provide you with advice as to how to proceed with your answer, such queries will not be answered. Any errors found in the exam paper will be taken into account in the marking process.

During the 24-hour time period of the online exam, ITMS will be operating their normal support hours, with full staffing between **8am and 5pm Monday-Friday** excluding bank holidays. An out-of-hours telephone-based support service is available at all other times, including bank holidays. This is provided by a third party service provider.

Contact itmsservicedesk@dmu.ac.uk or T: +44 (0)116 250 6050

You will need to have the following information to hand when contacting out of hours support:

- Student ID or staff ID ("P" number from your ID card)
- Your full name
- A contact telephone number
- The name of your faculty or department
- Details of the problem and any error messages you have received

If you have any unforeseen issue on the day of the exam you should attempt to resolve this wherever possible, and as long as it remains safe to do so. If it is not possible to resolve the issue in a way that enables you to complete the exam you may want to consider deferring the exam.

If you are ill and unable to start or continue the exam, you should firstly seek appropriate medical advice; once you are feeling well enough and as soon as possible, you could consider applying for a deferral. [Please refer to the guidance regarding deferrals.](#)

It is your responsibility to ensure that your exam answers are submitted before the end of the 24-hour window (9am UK time), and that the document/material submitted is provided in the format requested. Late submissions will not be accepted, if your exam is submitted late you will be awarded a mark of 0%.