
ONLINE REMOTE EXAMINATIONS STUDENT GUIDE

2023-2024

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Online Exam Timings

Online exams will take place either over a 24-hour period **or** will be of fixed time duration and the specific timings of online exams can be found in the module handbook.

If your exam is scheduled over a 24 hour time period 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.

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 online exams are scheduled for a **fixed time duration**, and module handbook and Blackboard announcements will specify if this is the case.

Multiple Choice Questionnaire (MCQ) exam papers are slightly different as they will be of specific timed duration – check your module shell information on the Learning Zone 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.

For a 24 hour online exam 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.

Exam Timetables

Examination schedules will be published on MyDMU and your module leader can also provide information on when you are expected to take your examinations and their format.

Exam schedules are published on <https://my.dmu.ac.uk> and students can view exam dates/times by logging onto MyDMU, clicking 'Exam Schedule' tile and select the module prefix that matches the modules you are studying. To access the Learning Zone type Learningzone.dmu.ac.uk in your browser, the username is the student P Number.

Individual Exam Arrangements

Where online exams have a 24 hour exam period, this 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 team 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 if the assessment is completed within the deadlines published on the exam web pages.

Preparing for an Online Exam

To make sure you are fully prepared for your online exam you need to:

1. Check you can access Blackboard before the exam. Report any issues to the ITMS Service Desk via itmsservicedesk@dmu.ac.uk or phone on +44 (0) 116 2506050.
2. Check the exam schedule at: <https://my.dmu.ac.uk> for exams you are due to be sitting. Check this regularly as occasionally exams are rescheduled
3. Ensure you have read the specific instructions from each module leader. If you have any questions you should contact your module leader before the exam; also note their contact details in case you have a query on the exam day
4. Think about where and when you will take the exam, such as a comfortable space where you can sit undisturbed, ensure 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.
5. 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>

During the online exam

During the online exam you should not communicate with anyone about the exam content (e.g. family, friends, other students); doing so constitutes an academic offence and will be investigated as such if discovered or reported. It is recommended that you switch off social media channels (e.g. WhatsApp, Instagram, Facebook etc) during the exam.

Remember to save your work regularly. Handwritten answers will not normally be accepted - but you will be informed by your module leader if there is a requirement for handwritten answers.

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

Students should note that a sample of exam answers will be subject to similarity testing, using 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 indicated in the exam rubric including the use of your own notes.

Cutting and pasting information directly from an internet source or reproducing word for word 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.

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. **Note that full disciplinary regulations will apply to any cheating behaviour, including referral to an Academic Offences Panel which has the authority to dismiss you from the university.**

Support 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 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, the university's IT department, 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 or, for fixed duration online exams, the finish time of the exam), 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%