Procedure Title: **ONLINE INVIGILATION OF EXAMINATIONS**

Area Code:	EXAM
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Head of Function responsible:	Dr Michele Glacken, Assistant Registrar
Approving Authority:	Academic Council

1. **Purpose of Document**

To define the process for completion of examinations using online invigilation.

2. S**cope**

This procedure applies to Programmes identified by Programme Boards as being delivered, assessed and invigilated online.. Erasmus students and students with special circumstances are to be dealt with on a case by case basis. See Appendix 1 for definition and a summary process of the online invigilation.

3. **Reference Documents**

EXAM027   Examination Feedback, Review and Appeal

EXAM035   Exam Regulations Procedure

EXAM004   Maintenance, Storage and Disposal of Examination and Assessment Materials Procedure

4. **Procedure**

4.1   Students are to be informed, by the Centre for Online Learning (COL), about the online invigilation facility which is available to those student types listed above.

4.2   An Online Exams Administrator (OEA), working in the Examinations Office, will be responsible for managing the online examinations process.

4.3   All students wishing to take an online exam must contact the OAE by email detailing the name of the module and lecturer for the exam(s) they wish to take. Students need to include confirmation from lecturer that the exam(s) is suitable for online invigilation. This should be completed by week 6 of the relevant semester.

4.4   The OEA is responsible for managing the Online Examinations page in Moodle to ensure that the information contained therein is up-to-date and reflects the relevant examination session.

4.5   The OEA will send an email to students' IT Sligo email address containing all information relevant to the completion of their examinations using secure online invigilation.

4.6   Students must confirm that they have access to the technical capabilities to complete their exam using online invigilation, by return email. The student is advised to complete the compulsory examination regulation quiz by week 9 of the relevant semester and the online practice examination in order to be permitted to use the online invigilation service. The student is responsible for payment of the relevant practice exam fee to the online invigilation provider

4.7   The OEA will enrol each student on the Online Examinations page in Moodle. This is where students will access all exams as well as 'how to' video tutorials and other help files.

4.8   Examination papers including the cover sheet and resources permitted are to be submitted in GURU by each lecturer in line with the current submission deadlines and procedure. Explicit instructions of what items are allowed during the exam must be recorded in GURU by the lecturer.

4.9   The OEA will schedule each exam sitting with the online invigilation provider as per the Institute's examination timetable, including any specific instructions.

4.10   The student is responsible for registering for their own online examination sittings as per the exam timetable and paying the relevant fee to the online invigilation provider. By registering to take an exam using online invigilation the student consent to having their exam session recorded by the third party invigilation company. Should a student not consent to having their examination recorded, IT Sligo offers all students the opportunity to take the exam in nominated venues in Ireland.

4.11   The OEA will manage the uploading of examination papers and relevant answer books (if required) on the Online Examinations page in Moodle. Examination papers are password protected and access is restricted by time and date. If Moodle Quiz is used answers will be entered into a text box and saved in Moodle.

4.12   Some exam papers, such as mathematics, will require the student to use pen and paper to complete the answers. In these instances, the student must show blank sheets of paper to the invigilator before starting the exam. The student must have a scanner beside their computer in order to scan and upload the completed answers.

4.13   The student must connect with their online invigilator at the designated appointment time given to them in advance of commencing their examination and complete the required identification and security checks, including photographic ID and a 360° pan of their exam environment using a webcam. Student should note that they should remove any personal items/identification from the space where they are sitting the exam. Students should be aware that all exams are schedule at GMT. Ireland uses the time zone abbreviation GMT - Greenwich Mean Time during Standard Time and IST Irish Summer Time during summer time or daylight saving time.

4.14   No connectivity drops are allowed during the exam, the onus is on the student to comply with all technical specifications and testing required. If a drop occurs for longer than 2 minutes, the

invigilator will do a complete scan of the room again, and the internal examiner may raise the issue for discussion at the exam board if they have a concern.

4.15   The online invigilation provider will record the students screen and webcam for the entire duration of the exam and store videos of same for IT Sligo. The recordings will be stored by the online invigilation company. IT Sligo will have access to the recording until the Progression & Awards Body has met and the results have been ratified by the Academic Council, or until any appeal has been closed. The Institute will then request that all recording are erased by the provider as per procedure EXAM004. Should a student wish to access the recording of their exam, they must contact the OEA during the result feedback days.

4.16   The OEA will be available for support during each examination.

4.17   The student completes the exam using the Moodle Quiz text box, or other computer application as approved for use by the lecturer. Files generated from other applications must be uploaded to the Moodle Quiz (in the event of any issue with Moodle files can be submitted to the 3rd party provider).

4.18   4.20   The OEA will download, verify print and place completed answer books in examination envelopes for collection by the relevant lecturer. Any incident report will be included by the OEA with the answer book as per normal procedure.

4.19   4.21   Any incident reports generated by the proctor or OEA, together with any evidence will be referred to a disciplinary hearing in line with current procedure.

5.   Procedures and Records generated by this Policy

Student confirmation of examination information and system checks – stored in the Exams Office
Examination papers – stored in encrypted folder
Online examination papers and answer books – stored in Moodle
Completed answer books – stored in Moodle
Printed answer books – placed in examination envelopes for collection
Images, videos, screenshots and screen recordings of each student's exam sitting - stored on the IT Sligo portal of the invigilation company's secure website

6.   Measurement of Effectiveness of this procedure

To be audited annually by the Assistant Registrar.

7.   Revision History

Revision No	Description of Change	Issue Date	Status
000	New Procedure	*10/3/2017*	Approved by Academic Council

001	Updated to reflect current process and new provider.	04 /02.2020	Approved by Academic Council on 31 Jan 2020

Appendix 1

Definitions:

The term 'online invigilation' is used in preference to 'remote proctoring' since it references the critical role of the internet in providing a secure solution to the invigilation of exams. The term 'remote proctoring' can refer to any form of invigilation that occurs outside of standard exam location such as the invigilation of an exam at another university and/or in another country.

The Online Exam Process:

The student:

i. Enrolled onto Moodle 'exam' page by OEA

ii. Has access to help files, tutorials and videos

iii. Links from Moodle page to an IT Sligo portal on the 3rd party's website

iv. Selects, registers and pays for exam in advance

v. At time of exam connects to a live online invigilator

vi. Shows photographic ID

vii. Shows the physical environment to online invigilator via webcam

viii. Returns to Moodle exam page, reads exam rules and selects the exam paper

ix. Online invigilator inputs the password for student to access the exam paper

x. Completes the exam using Moodle Quiz, Microsoft Word, Excel or other computer application as appropriate

xi. Submits exam paper through Moodle Quiz or uploads the completed exam script (PDF) as an assignment in Moodle

xii. Submitted exam papers are printed out by OEA and placed in envelope for collection by lecturer

The Online Invigilator:

i. Authenticates the student (photographic ID)

ii. Requests sight of the exam environment (via webcam)

iii. Checks exam rules (provided by IT Sligo lecturer/exams office)

iv. Assists student with any technical issues

v. Observes student via student's webcam and student's computer screen

vi. Ensures student uploads exam submission prior to disconnecting from proctor

vii. Ensures student deletes any exam related files from PC prior to disconnecting

Appendix 2

Resources Permitted for Online Exams

Below is a list of possible resources permitted for online exams, it is imperative that the Internal Examiner details any permitted resources on the cover sheet in GURU when submitting their paper.

Books

- Textbook
- Ebook (Computer)
- Ebook (Website)

Calculators

- Four Function Calculator
- Scientific Calculator
- Graphing Calculator
- Computer's Calculator
- Online Calculator
- Financial Calculator

Notes

- Handwritten Notes
- Note cards
- Printed Notes
- Formula Sheet
- Notes (PDF)
- Notes (Word)
- Notes (Powerpoint)
- Notes (Excel)

Web

- Course Website
- Pre-approved website
- All websites

Scratch Paper

- 1 Sheet
- 2 Sheets

- Multiple sheets
- Whiteboard
- Destroy Scratch Paper

Software

- Excel
- Word
- Powerpoint
- Notepad
- Paint
- SPSS

Hardware

- Scanner
- Other

Other

- Bathroom breaks (where exams that are longer than 150 minutes)
- Other resources

Browsers

- Safari
- Chrome
- Internet Explorer
- Firefox