

ONLINE INVIGILATION OF EXAMINATIONS

Area Code:	EXAM
Initiator:	Jamie-Lee Furey/Rebecca Gillen
Head of Function responsible:	Dr Aodhmar Cadogan, Assistant Registrar
Approving Authority:	Academic Council

1. Purpose of Document

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

2. Scope

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 A form will be circulated to all students who are registered to an online programme to request they select an exam centre. This form will have an online invigilation option available to select.
- 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 All students who have requested to use the online invigilation facility will be enrolled to the Online Exams Page in Moodle. From there all communication will be issued through the Forum which will appear as an email in the student email account. This communication will entail all instruction and support information to guide the student through the Online Invigilation process.
- 4.6 The student is advised to complete the compulsory examination regulation quiz by week 9 of the relevant semester and the online practice examination 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 if a fee is required.
- 4.7 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.
- 4.8 The OEA will schedule each exam sitting with the online invigilation provider as per the Institute's examination timetable, including any specific instructions.
- 4.9 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 if a fee is required. 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.
- 4.10 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.
- 4.11 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 is required to have a wide angle (180 degrees) camera for such exams. The student can use a scanner or their mobile phone to scan and upload their exam submission to the Moodle Quiz answer drop box.
- 4.12 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. Students 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 Summertime during summertime or daylight-saving time.
- 4.13 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.

- 4.14 The online invigilation provider will record the students' screen and webcam for the entire duration of the exam and store videos of the 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 recordings be 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.
- 4.15 The OEA will be available for support during each examination.
- 4.16 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 text box (in the event of any issue with Moodle files can be submitted to the 3rd party provider).
- 4.17 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

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 reviewed 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
002	Updated to include wide angle camera and other minor updates	24/5/2022	Approved

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 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. Online invigilator inputs the password for student to access the exam paper
- ix. Completes the exam using Moodle Quiz, Microsoft Word, Excel or other computer application as appropriate
- x. Submits exam paper through Moodle Quiz or uploads the completed exam script (PDF) as an assignment in Moodle

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