ONLINE EXAMS
GUIDELINES FOR STUDENTS

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INTRODUCTION

The present document has the aim of providing students with guidelines and instructions for online exams.

The University of Verona has adopted the following views expressed by CRUI in relation to the Covid-19 emergency:

- online exams can never be administered and taken in exactly the same way as face-to-face exams, with students physically attending;
- exams (examination methods and conduct) are full responsibility of the lecturer concerned;
- oral exams are considered to be the most effective and efficient assessment method.

Moreover, we would like to remind you that:

- online examinations **shall be carried out in the ways set out in the list of registered students (oral, written, oral+written) and shall replace usual face-to-face exams** at the University;
- online exams will take place via live streaming, and no recording shall be made;
- IT support services will be available only when using the softwares and platforms included in this document;
- marks will be recorded by the usual methods.

Please note that this document may be subject to changes or additions that shall also be made during the summer examination session, provided that the changes in question are intended to make a clear improvement for all those involved, without disadvantage to anyone.

Please check the web page www.univr.it/esami-studenti regularly for updates and FAQs.

QUALITY ASSURANCE

The web pages of each module, available by clicking on **'Insegnamenti'** (*Modules*), show the learning objectives, an overview of the module and the examination methods, as determined by each lecturer.

As part of the measures adopted by the University amid the Covid-19 emergency, the guidelines on online exams require each lecturer, who is the only person in charge of the module, to identify the most appropriate examination methods. These may differ from what was defined at the beginning of the academic year, but always ensuring the overall achievement of the learning objectives set.

EXAM CALENDAR

Given the ongoing Covid-19 pandemic, the exams of the summer session will be entirely conducted and taken online.

The University has ensured that all students can continue and complete their studies, take part in their graduation sessions, and take their summer exams, online.

Dates of exam periods will be made available, as usual, in the 'Exam Calendar' section of the relevant degree programme web page, and on: https://univr.esse3.cineca.it/ListaAppelliOfferta.do

Students can find a list of the exams available and register by logging into their personal area on Esse3 and clicking on **Appelli disponibili (***List of exams available***)** and **Iscrizioni appelli** (*Exam registration*).

EXAM REQUIREMENTS

Before taking an online exam, please make sure of the following:

- you can only sit an exam if the relevant module (subject) is included in your study plan: check that you have correctly entered the module of the exam you wish to take;

- check that you have a valid Student ID card, or other suitable, valid identity document;

- register for the exam on Esse3 by the usual methods;

- if you have any questions relating to the points above, please get in touch with your Teaching and Student Services Unit (Service desk https://helpdesk.univr.it/CAisd/pdmweb.exe);

- make sure you have, in addition to your smartphone, a computer device (PC or MAC) equipped with an audio system, webcam and microphone, and an Internet connection;

- download and install on your computer the Client/Desktop version of Zoom (https://univr.zoom.us/);

- download an app for scanning documents (e.g. Tiny Scanner, Cam Scanner, Genius);

- download the Moodle app from your 'app store' (for further details please go to: www.univr.it/esami-studenti).

GENERAL RULES

In order to ensure that all exams are conducted regularly and smoothly, below are some general rules on how to deal with unforeseen events or exam irregularities.

Being aware that there may certainly be other possible circumstances in addition to those listed here, the main general rules of conduct are based on the following principles:
1- unexpected events beyond the student's control: the written examination will be replaced by an oral exam;
2- events resulting from a deliberate intention of the student to cheat in the exam: the exam will be cancelled.

Bearing in mind that any measure must be determined by the responsible lecturer and communicated to the student immediately, please find below some examples:

- if it is not possible to carry out the examination due to absolute lack of connection or low bandwidth, the written exam will be replaced by an oral exam;

- if the internet connection is lost, the exam will be replaced by an oral exam, regardless of the time of the interruption;

- if the student is caught cheating, the exam will be cancelled;

- if the student's workstation is abandoned before the end of the examination, regardless of the time of the interruption, the exam will be cancelled;

- if other people are present and/or interact with the student, the exam will be cancelled.

ESAMIONLINE.UNIVR.IT: THE NEW PLATFORM FOR ONLINE EXAMS

All exams (both written and oral exams) are now conducted and taken online, using the new MOODLE platform **esamionline.univr.it**

On the Moodle platform, a dedicated section will be made available for each exam to all registered students and the responsible lecturers/invigilators.

For further information and tutorial please go to: www.univr.it/esami-studenti

Register for your exams

As with usual face-to-face exams, it is important that you register for your online exam on Esse3 (Esse3 > Iscrizione appelli) by the relevant deadline for registrations, so that you can be included in the list of registered students and be able to take the exam.

Please cancel your registration by the deadline if you have changed your mind or, in case the deadline has already expired, notify the responsible lecturer of your decision.

Only once the deadline for registrations on Esse3 has expired (the day after the deadline for registrations), the responsible lecturer will include all registered students in the Moodle exam session. As a result, you will be automatically added to the exam session, without needing to do anything more.

You will then receive a confirmation email of your successful registration.

On your MyUnivr intranet (online exams section) you will then be able to find a list of all the online exams you have registered for.

Zoom meeting

The lecturer creates a Zoom meeting as part of the exam on Moodle: such online session will be only open to those who registered for that specific exam on Moodle.

To log into the meeting, just click on 'Join'.

For further information and tutorials on Zoom meetings please go to: www.univr.it/esami-studenti

ORAL EXAMS

The guidelines on oral exams include, in addition to what was outlined above, the following:

- oral exams to be administered online **follow the same procedures as for face-to-face oral exams;**
- when taking an online exam, you will need to show your face and a valid ID document in order to be correctly identified;
- the exam will be entirely conducted online via live streaming on Zoom, or using other platforms. Please note: in the latter case, it will not be possible to request support from the University's IT Helpdesk;
- you will be immediately informed of the mark obtained;
- please note that, pursuant to Art. 16 of the Student Regulations, "while taking an oral exam, students may choose to withdraw at any time until the examination commission has recorded the mark".

Please note that oral exams can also be managed on Moodle: as part of the exam session, lecturers can launch Zoom meetings and divide students into groups, if needed, and publish all the relevant information. In this case, you will find your scheduled exam in the relevant section on MyUnivr.

WRITTEN EXAMS 1 — MOODLE QUIZ

This is a type of written exam that is usually administered face-to-face through open-ended or multiple-choice questions, and can now be delivered online through the QUIZ activity on Moodle.

The exam takes the form of a Moodle Quiz, with online invigilation through a Zoom meeting. Each student can be placed in a separate virtual room - the so-called 'Breakout room' - to be invigilated during the exam.

The use of the Safe Exam Browser (SEB) is also being tested, which allows to put the student's computer in "lockdown" mode (i.e. regulating the access to any utilities and preventing students from using unauthorised resources), in order to ensure greater reliability of exam results.

More information can be found on: www.univr.it/esami-studenti.

Please note that you can only take part in the exam if you have previously registered on Esse3.

Moodle Quiz

Quiz sessions on Moodle will be set up according to certain criteria and methods:

- students can only answer one question at a time, and are not allowed to navigate back and forth between the questions — this is to discourage any communication between them;
- questions (and answers) are randomised for each student;
- at the beginning of the test, the student's computer will enter the "full screen" mode to prevent access to unauthorised online resources;
- a special feature will prevent multiple sessions on Moodle for the same user, to prevent students from receiving help from other people.

Moodle Quiz - technical details

The quiz is administered via Moodle based on the following methods:

- the quiz is accessed from the student's PC or laptop (for technical requirements see the relevant section on www.univr.it/esami-studenti);

- the quiz is monitored by the invigilator/s through a Zoom meeting, and as follows:
    - the student's PC or laptop must be equipped with webcam and audio system (microphone and speakers);
    - the student can be placed in a 'Breakout room';
    - If needed, an individual Zoom video call on the student's smartphone may also be required for additional checks on the student's workstation and surrounding area.
- Students will be provided with the login password for the Moodle Quiz at the beginning of the exam.

Identity check

The Zoom meeting will be organised in such a way as to ensure a fair examination: to prevent messages and exchanges of information between students, the "rename" option, the chat between users and the "remote control" option will be disabled.

For identity checks during the test, the lecturer will use the ID report, a document which shows the student's photo, i.e. the picture on their student ID card. Students should therefore keep their Student ID card or suitable valid identity document handy. In case of any doubts of identity, or for additional checks, the lecturer may carry out a verification at the end of the test, inviting the students concerned to stay logged in for longer.

If the exam includes the use of a 'Waiting room' - a virtual waiting room in which students are placed when they log in, and where they will need to wait to be admitted to the test - the lecturer can make a check, by calling attendance before admitting the students to the meeting, so that only registered students can access the exam.

If, on the other hand, a virtual 'Waiting room' is not included, the lecturer may subsequently remove from the meeting anyone who, despite being logged in, has not regularly registered for the exam on Esse3.

Instructions for the exam will be provided to students during the main meeting before the virtual room being assigned to each student.

The student, before proceeding with the quiz, will be asked to enable the "share screen" option on their PC.

Moodle Quiz - exam procedures

When the quiz starts, you (the student):
• must have your webcam and microphone on at all times during the exam;
• your PC will go in "full-screen" mode; if necessary, you will be required to use Safe Exam Browser (SEB);
• can interact with your lecturer via Zoom or a common chat;
• cannot submit the exam before the scheduled end time.

Completion

At the end of the time allowed by the lecturer to take the test, the quiz will be automatically closed by Moodle if it has been previously configured in this way, or by manual action.

At this point, you can leave the meeting; the certificate of attendance, if needed, can be requested to the lecturer by email at a later time.

Management and recording of exam results

In accordance with Art.16, paragraphs 2 and 3 of the Student Regulations, the results of the written exams are usually published by the lecturer on the exam results page within 10 days of the test. The student may withdraw before the mark is recorded (*verbalizzazione*) without any consequences for their academic curriculum. After 4 days from the publication of the results, the lecturer will record the marks obtained by the students. In any case, the presence of students is not necessary in this stage of the examination.

Please note that you cannot withdraw once the result of your exam has been recorded. Marks shall be recorded by the usual methods.

WRITTEN EXAMS 2 - PAPER-BASED EXAMS ON MOODLE

This is a type of written exam which requires students to write by hand their exam answers on sheets of paper, and then scan them and upload them on Moodle (*attività compito*).

The test takes place on Moodle, with real-time online invigilation through a Zoom meeting. The student can be placed in a separate virtual session - the so-called "breakout room" - to be invigilated during the exam.

Please note that you will be admitted to the exam only if you have previously registered by the relevant deadline on Esse3.

In addition to two blue or black ink pens (check that these work properly before logging in for the exam), you will need to have with you an adequate number of lined sheets of paper (*fogli protocollo*).

Paper-based exam on Moodle - technical details

Online paper-based will be administered and taken as follows:

- the lecturer will invigilate students live via Zoom: this must have been previously installed **on your PC or laptop**. **Please make sure both you and your sheets of paper are clearly visible on camera;**
- enable screen sharing on Zoom (see video tutorial on: www.univr.it/esami-studenti);
- log into Moodle (*attività compito*) and view the exam paper (in PDF format);
- your screen is then switched to full-screen;
- during the exam session, send a picture of your sheets of paper to the lecturer via the Zoom chat using your smartphone;
- at the end of the exam, scan your sheets of paper (including the draft copy, if any) via the App and upload the PDF file on Moodle (via the '*attività compito*' option).

Identity check

The Zoom meeting will be organised in such a way as to ensure a fair examination: to prevent messages and exchanges of information between students, the "rename" option, the chat between users and the "remote control" option will be disabled.

For identity checks during the test, the lecturer will use the ID report, a document which shows the student's personal photo, i.e. the picture on their student ID card. Students should therefore keep their Student ID card or suitable valid identity document handy. In case of any doubts of identity, or for additional checks, the lecturer may carry out a verification at the end of the test, inviting the students concerned to stay logged in for longer. The check will be carried out one student at a time in a special 'breakout' room.

If the exam includes the use of a 'Waiting room' - a virtual waiting room in which students are placed when they log in, and where they will need to wait to be admitted to the test - the lecturer

can make a check, by calling attendance before admitting the students to the meeting, so that only registered students can access the exam.

If, on the other hand, a virtual 'Waiting room' is not included, the lecturer may subsequently remove from the meeting anyone who, despite being logged in, has not regularly registered for the exam on Esse3.

Instructions for the exam will be provided to students during the main meeting before the virtual room being assigned to each student.

Please make sure you leave a blank space on the first sheet of paper, where you will need to place your Student ID Card before scanning the document, so that you can scan your identity document together with your exam answers.

Paper-based exam on Moodle - exam procedures

The lecturer, during the test, is allowed to carry out random monitoring and checking actions as follows:

- by checking the shared screen that all students must show in the first place;
- by asking students to take a picture of the exam papers together with their student ID card (or the document used for identification) and send it to the lecturer via Zoom Chat using their smartphone (a fast and simple option for sharing via Zoom can generally be found in the gallery of your smartphone).

During the exam, you (student):
- must keep your webcam and microphone on at all times;
- can interact with the lecturer via Zoom or a common chat;
- cannot submit the exam before the scheduled end time;
- may be required to use the Safe Exam Browser (SEB).

Completion

Upon completion of the exam, you will need to scan your sheets of paper using an app for scanning (e.g. TinyScanner, Cam Scanner, Genius) on your smartphone, and bearing in mind to scan your Student ID card together with the first sheet of paper of your exam answers.

Once the papers have been scanned and saved as a PDF file, this must be uploaded on Moodle using the Moodle app on your smartphone.

At this point, you can leave the meeting; the certificate of attendance, if needed, can be requested to the lecturer by email at a later time.

Management and recording of exam results

In accordance with Art.16, paragraphs 2 and 3 of the Student Regulations, the results of the written exams are usually published by the lecturer on the exam results page within 10 days of the test. The student may withdraw before the mark is recorded (*verbalizzazione*) without any consequences for their academic curriculum. After 4 days from the publication of the results, the lecturer will record the marks obtained by the students. In any case, the presence of students is not necessary in this stage of the examination.

Please note that you cannot withdraw once the result of your exam has been recorded. Marks shall be recorded by the usual methods.

AUXILIARY AIDS FOR STUDENTS WITH SENSORY DISABILITIES AND SPECIAL EDUCATIONAL NEEDS

Students who are in one of the following situations:

- disability, supported by specific medical documentation from a medical commission, pursuant to Law no. 295/1990 and/or Law no. 104/1992;

- Specific Learning Disorder (SLD)/learning disabilities, provided the student has been diagnosed with such disorders by the National Health Service or by specialists or approved institutes, in accordance with Law no. 170/2010;

- temporary disability or invalidity, supported by a medical certificate, and resulting from accidents, surgery, hospitalisations, prolonged illness, or other clinical conditions that prevent the student from attending classes;

can request the necessary assistive technologies, depending on their needs, as well as extra time for completing their exams (in accordance with laws no. 104/1992, 17/1999, 170/2010 and 134/2015).

Generally, in these circumstances students have the right to request assistance in reaching the class in which the examination will take place, while the extra time will be as follows: 50% extra time for people with disabilities; 30% extra time for people with Specific Learning Disorder (SLD)/learning disabilities, pursuant to Law no. 170/2010 and 2014 MIUR Guidelines. Since the online exam takes place in the student's home and the student in question cannot be helped by any people external to their household, a family member shall be appointed as 'Tutor' for the time of the online exam.

Exam procedures

Students intending to take an online exam will need to send their request by email to the Inclusion and Accessibility Unit to: inclusione.accessibilita@ateneo.univr.it. The request must be submitted before the exam period, specifying the title of the module, the email address of the responsible lecturer, and their needs/support services they're entitled to.

Upon receiving the request, the Inclusion and Accessibility Unit will check the documents proving the level of disability and provide the required support services in accordance with the relevant legislation.

Based on the existing supporting documentation and the legislation in force, the Inclusion and Accessibility Unit will notify the lecturer of the rights of the student concerned.

Students who have registered for the exam and are entitled to 50% extra time or 30% extra time depending on their disabilities or Specific Learning Disorder (SLD)/learning disabilities, must be ensured, before the exam, that:

- the exam complies with the accessibility requirements based on the student's needs;

- alternative examination methods are available (e.g. oral exam) if it is not possible to carry out the examination in compliance with the accessibility requirements needed.