



**ONLINE EXAMS
GUIDELINES FOR TEACHING STAFF**

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INTRODUCTION

The present document has the aim of providing lecturers and teaching staff with guidelines and instructions for administering and managing 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 must 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-docenti 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>
Each lecturer must therefore inform the Student and Teaching Services Unit of their area of the dates and examination methods chosen within the terms and by the methods set out.

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.

The lecturer can create an exam and include all the registered students with just one click thanks to the system which integrates MyUnivr, Esse3 and Moodle.

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

Create an exam on Moodle

To create an exam on esamionline.univr.it - the special Moodle in-cloud platform for exams - just follow the steps below from your dashboard on MyUnivr:

The screenshot shows a dashboard for 'Laurea in Informatica'. On the left, there is a sidebar with 'Basi di dati' and 'Databases' links. A red box highlights a button that says 'GESTISCI ESAMI ON-LINE (crea l'esame su Moodle per la prova scritta)'. The main area displays a table of exams with columns for status, action, and Moodle icon.

Exam Name	Coordinator	Progress	Status	Action	Moodle Icon
[UL] Teoria	Belussi Alberto	48/48	✓	✓	m
[UL] Tecnologie per le basi di dati	Belussi Alberto	20/28	✓	✓	m
[UL] Laboratorio	Posenato Roberto	24/36	✓		m

The option in red (GESTISCI ESAMI ONLINE - *Manage your online exams*) enables lecturers to see a list of the exams scheduled for their module/s. Please note: only the lecturers that are part of the module in question will be able to create an exam on Moodle and register the students who have applied.

For each exam, authorised lecturers have access to the following functions:

1. CREATE AN EXAM ON MOODLE (esamionline.univr.it)
2. REGISTER STUDENTS

Function 1. Create an exam on Moodle

Through this option:

- an online exam will be created on Moodle (esamionline.univr.it);
- the lecturers that are part of the module in question will be registered as 'invigilators';
- The 'Create' button will be transformed into a Moodle icon, which will allow users to access the online exam.

The description of the exam on Moodle will be as follows: "<title of the exam round (*appello*) on Esse3> of <date>, <module title> (prof.<first name of lecturer> <surname of lecturer>) - <degree type code> <degree programme>(<location>)"

e.g.: "Il appello – del 07/06/2020, Basi di dati (prof. Alberto Belussi) – Laurea in Informatica (Verona)"

Function 2. Register students

Through this option you will:

- register for the Moodle exam all students who have applied for the exam on Esse3: you will be able to do this only once the registration deadline has expired (one day after the registration deadline);
- receive a report (REPORT ID) with the personal information of the registered students and their Student ID photo;
- notify all students of their successful registration for the exam.

Students are automatically registered as "stud_no_private_files", which prevents them from accessing Moodle's private folders and any previously uploaded material.



The REPORT ID (in PDF format) shows the personal information (surname, first name, Student ID number) and the Student ID picture of the registered students to facilitate the identification procedure during the exam.

The student ID picture is the one displayed on the student's Student ID card.

Create a Zoom meeting on esamionline.univr.it

You can create a Zoom meeting simply by logging into your Moodle exam session. This is a simple and quick procedure, which allows you to create a meeting for the registered students, without needing to send them the meeting ID. The meeting will be only available to those students who registered for the exam on Moodle, thus ensuring a good level of security.

First of all, you will need to add an 'external tool' activity, then select 'ZOOM LTI' from the menu. In this way, all the configuration of the meeting will take place within Moodle. The meeting link is never visible to students, but only the 'join' button is shown.

Particular attention must be paid to the meeting configuration, in order to ensure adequate security standards. **In particular, you will need to set specific parameters to activate the 'waiting room' and to allow access only to users (students) with GIA login details.**

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

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;
- students about to take an exam online will need to show their 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 technical support from the University's IT Helpdesk;
- students must 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 the esamionline.univr.it platform.

As part of the exam session, it will be possible for lecturers to launch Zoom meetings and divide students into groups, if needed, and publish all the relevant information. In this case, students will find the scheduled exam in the relevant section on MyUnivr, without needing any further exchange of communications.

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 without having to change the type of questions.

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 for certain exams, 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-docenti

Please note that the maximum number of students for each Moodle Quiz is 150. If more than 150 students registered for the exam, it will be necessary to create two separate exam sessions on different days and times. Only those who have registered on Esse3 will be allowed to take the exam.

Moodle Quiz

Moodle Quizzes allow you to convert your typical written exams into an online exam. This is a simple and largely pre-configured operation which - in the case of closed-ended questions - allows you, if needed, to have the exam automatically corrected by the system.

Moodle Quizzes are automatically set up by the system when you create an exam.

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 students from opening multiple sessions on Moodle, to prevent them from receiving help from other people during the exam.

When creating a Moodle Quiz, you will need to enter the following information:

- Quiz title;
- description;
- duration;
- login password.

Please remember to check the privacy settings for each Quiz: always set it as 'non visibile' (*private*).

For further information please go to: www.univr.it/esami-docenti

Moodle Quiz - technical details

The quiz is administered on esamionline.univr.it based on the following methods:

1. the quiz is accessed from the student's PC or laptop (for technical requirements see the relevant section on www.univr.it/esami-docenti);
2. the quiz is monitored by the invigilator/s through a Zoom meeting, and as follows:
 - a) the student's PC or laptop must be equipped with webcam and audio system (microphone and speakers);
 - b) the student can be placed in a 'Breakout room';
 - c) should you need to check a candidate's workstation and surrounding area, you can call the person concerned via Zoom video call (on the student's smartphone);
 - d) it will be also possible to use the 'lockdown' function enabled by SEB (Safe Exam Browser).

Moodle Quiz with password provided at the beginning of the exam - Identity check

Identity check is a delicate and potentially lengthy procedure, since some exams can involve participation of a large number of students (up to a recommended maximum of 150).

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. If there are any doubts about the identity of a student, or for additional checks, you can always carry out a verification check at the end of the test, inviting the students concerned to stay logged in for longer. In such a case, you will need to check one student at a time in a separate 'breakout room'.

Before the exam, you will need to add a maximum of 24 students to each 'Breakout room' to ensure effective and continuous supervision.

Moreover, as a 'Host', you are required to disable the 'rename' option, the chat between users and the 'remote control' option, so as to avoid the exchange of messages between students.

When creating the Zoom meeting, also based on the number of participating students, you may choose to use a 'Waiting room', i.e. 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. In this way, you can make a check by calling attendance before admitting students to the meeting, so that only registered students can access the exam.

If, on the other hand, you choose not to use a virtual 'Waiting room', all participating students will be automatically logged in the meeting, and visible to the other candidates. In such a case, you will need to remove from the meeting anyone who, despite being logged in, has not regularly registered for the exam on Esse3.

Please note that you will need to provide students with the instructions for the exam during the main meeting, before assigning the virtual rooms.

The number of lecturers/invigilators for each exam will need to be as follows:

- one invigilator, if there are less than 24 students taking the exam;
- one invigilator for each 'breakout room' if there are more than 24 students, provided the recommended maximum number of students per room is 24.

Before starting the quiz, you will need to ask your students to enable the 'share screen' option on their PC. In this way, you as a 'host' - or 'co-host' if you are the invigilator in charge of a single 'breakout room' - will be allowed to check the desktop shared by each student, one at a time.

Moodle Quiz - exam procedures

When the quiz starts, please make sure that:

- the student has their webcam and microphone on at all times during the exam;
- the student's PC is in "full-screen" mode;
- the student interacts with you only, via Zoom or a common chat;
- the student does not submit the exam before the scheduled end time.

Each invigilator is allowed to carry out checks:

- on the student's shared screen;
- through an individual Zoom video call on the student's smartphone;

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, the student can leave the meeting; the certificate of attendance, if necessary, can be requested to the lecturer by email at a later time.

Management and recording of exam results

In the case of multiple-choice quizzes, the lecturer can set the Moodle Quiz so that the correction is automatic and the results are displayed immediately.

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.

The student cannot withdraw once the result of the 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.

The use of the Safe Exam Browser (SEB) is also being tested for certain exams, 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.

Please note that the maximum number of students for each exam is 150. If there are more than 150 students registered for the exam, it will be necessary to create two separate exam rounds on different days and times. Only those who have registered on Esse3 will be allowed to take the exam.

Paper-based exam on Moodle - 'attività compito'

'Attività compito' on Moodle is a simple and largely pre-configured operation which allows you to administer a written paper-based exam and receive the scanned copies of students online.

Paper-based exam on Moodle - technical details

Online paper-based exams on esamionline.univr.it will be administered and taken as follows:

- the lecturer will invigilate students live via Zoom: this must have been previously installed **on the student's PC or laptop. Please make sure both the student and their sheets of paper are clearly visible on camera;**

- the student must enable screen sharing on Zoom (see video tutorial on: www.univr.it/esami-docenti);
- the student must log into Moodle (*attività compito*) and view the exam paper (in PDF format);
- the student's screen is then switched to full-screen;
- during the exam session, the student must send a picture of their sheets of paper to the lecturer via the Zoom chat using their smartphone;
- at the end of the exam, the student must scan their 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 identity check is a delicate and potentially lengthy procedure, since some exams can involve participation of a large number of students (up to a maximum recommended of 150 students).

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. If there are any doubts about the identity of a student, or for additional checks, you can always carry out a verification check at the end of the test, inviting the students concerned to stay logged in for longer. You will need to check one student at a time in a separate 'breakout room'.

Before the exam, you will need to add a maximum of 24 students to each 'Breakout room' to ensure effective and continuous supervision.

Moreover, as a 'Host', you are required to disable the 'rename' option, the chat between users and the "remote control" option, so as to avoid the exchange of messages between students.

When creating the Zoom meeting, you may choose to use a 'Waiting room', also based on the number of participating students.

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, you choose not to use a virtual 'Waiting room', all participating students will be automatically logged in the meeting, and visible to the other candidates. In such a case, you will need to remove from the meeting anyone who, despite being logged in, has not regularly registered for the exam on Esse3.

Please note that you will need to provide students with the instructions for the exam during the main meeting, before assigning the virtual rooms.

The number of lecturers/invigilators for each exam will need to be as follows:

- one invigilator, if there are less than 24 students taking the exam;
- one invigilator for each 'Breakout room' if there are more than 24 students, provided the maximum number of students per room is 24.

Before starting the quiz, the lecturer will need to ask students to enable the "share screen" option on their PC. In this way, you as a 'host' - or 'co-host' if you are the invigilator of a 'Breakout room' - will be allowed to see the shared screen of each student.

Please note that the fact that this is an effective control tool does not mean students would not be able to circumvent it.

The student will need to leave a blank space on the first page of their exam papers, so that they can place their Student ID card on it and scan it together with the exam papers.

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 the smartphone).

The student, during the exam:

- must keep their 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.

Completion

At the end of the exam, the lecturer will invite all students at the same time to scan their exam papers using an app for scanning (e.g. TinyScanner, Cam Scanner, Genius) on their smartphone. Please remember that students must scan their Student ID card together with the first of their sheets of paper, having left a blank space for this purpose.

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

At this point, the student can leave the meeting; the certificate of attendance, if necessary, 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.

The student cannot withdraw once the result of the exam has been recorded. Marks shall be recorded by the usual methods.

IT SUPPORT SERVICES FOR LECTURERS AND STUDENTS — DIGITAL ASSISTANTS AND TUTORS

During all stages and activities of the exam process, lecturers and invigilators are regularly provided with IT support services.

A group of "digital assistants", in charge of 1st-LEVEL SUPPORT, will be available to help you in the preparatory steps of the test:

- creation of the exam on esamionline.univr.it and registration of students;
- creation of the exam session on Moodle (e.g. Moodle Quiz or Paper-based exams);
- set up of the Zoom meeting.

Support from 'digital assistants' is essential and must be always ensured during the exam. This is a complex process and there can be no delay in solving any technical problems (both of students and invigilators), otherwise the exam might fail.

The lecturer, during the various stages of the exam, and in particular for the supervision of the students, can be supported by collaborators to be chosen by the lecturer among PhD students, research grant holders, and tutors.

Please note that during the current Covid-19 emergency, tutoring activities (preparatory and support activities for students) can be adjusted and reviewed in line with current regulations. This includes activities aimed at guiding and assisting students throughout their degree programme, as well as the necessary support for the organisation and conduct of exams, lectures and graduations that at this particular time are carried out remotely.

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: inclusion.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.

WORKSHOPS FOR LECTURERS, STAFF OF TEACHING AND STUDENT SERVICES UNITS, DEPARTMENT STAFF, DIGITAL ASSISTANTS AND TUTORS

Specific workshops will be held online starting from 18 May on Mondays and Wednesdays from 9 am to 11 am for three weeks (6 sessions).

To register please go to:

<https://univr.zoom.us/meeting/register/tJYtduGvqjstEtGtdRfHLxh1sBhTNTXoBcK7>

When your registration is complete, you will receive an email confirmation with the link to the meeting you wish to access.