TUS

General Information

This information sheet and FAQ's is for students that have been registered to complete an Online Live Proctored Final Examination. Please read this information sheet and FAQ's to ensure that you have a complete understanding of the process and that you have all the necessary systems and requirements to enable you to take your Exam. If then you have any further questions or need further support please Email Exams@lit.ie and information and assistance will be provided as soon as possible.

Key Information on Online Proctored Exams

1) An online proctored exam is a supervised (invigilated) timed exam that is completed online – referred to as *Online Proctored Exam.*
2) The invigilation is a necessary component to support students in maintaining the academic integrity of the Exam and the good standing of the associated qualifications.
3) All Online Proctored Final Exams will be conducted through Moodle.
4) Proctoring software is embedded in Moodle that enables the live proctoring by creating a *'Virtual Exam Room'*. This software is provided by a company called Examity which provides a proctoring service.
5) In the virtual exam room, a live proctor is present throughout the examination.
6) A video recording is made of the exam candidate throughout the Exam using a webcam.
7) The proctoring software records the screen activity on the PC the exam candidate uses throughout the Exam creating a record of all screen activity.
8) The Exam Papers are made available in Moodle and depending on the Module/Specific Exam may be in one of either two formats:
    (i)   Multiple Choice Questions (MCQ's) using the Moodle Quiz function;
    (ii)   Essay Style Exams using the Moodle Assignment function
9) Candidates access their exams by logging into Moodle and opening the relevant Moodle Exam Page identified as *Exam – Module Title.* Note that this is different to your Course Moodle Page.
10) The proctoring software and service is accessed from a link within the Moodle Exam page – you only have to sign into Moodle.
11) Each exam candidate must complete an identification and validations process before the exam begins. You must have photographic identification for this (TUS ID Card or Government issued -E.g. Passport, Driving licence).
12) After the validation process is completed the proctor provides the candidate with a link to the Exam.
13) The candidate downloads the exam and saves it to a local drive. The candidate opens and saves a solutions file as appropriate. When the exam has been completed the candidate uploads the Exam:
    (i)   By submitting directly in Moodle Quiz software in the case of MCQ's
    (ii)   By uploading the solutions file(s) to Moodle Assignment in the Moodle Exam Page in the case of Essay Style Exams.
14) A *Step by Step Guide* has been issued to you to help you prepare for and complete your proctored exam. Please carefully read and follow the instructions in this Guide.

Frequently Asked Questions (FAQ's)

General Questions

1. How does proctoring protect the Academic integrity of the Exam?

After connecting to the proctor, the validation step confirms the identity of the exam candidate by comparing the candidate to their photographic identification and recording an image of the candidate. The exam space is also assessed to ensure there are no items such as books or course notes. The recording of all screen activity throughout the exam monitors any potential use of web browsers or access of content saved in other drives. A webcam also records the Student throughout the examination which assists the live proctor to monitor that the student does not access physical content in the exam room or on devices such as mobile phones.

The proctoring software generates an incidence report for the duration of the examination. The proctoring company conducts a full review of all data collected and provides a report to the Institute with respect to the academic integrity of the examination.

2. Who provides the Proctoring Service

TUS has contracted a Proctoring company called *Examity* (www.examity.com) to provide the proctoring service. Examity works closely with the TUS Exams Office and its proctoring software is integrated with Moodle to provide a seamless student experience.

3. Is my Data Protected during the Online Live Proctored Exams?

The company that provides the Online Proctored exams service (Examity) are fully compliant with data protection and GDPR. The data collected and shared during an Online Proctored Exam falls within the data-sharing listed in the TUS Student Privacy Notice. An information sheet further detailing data protection is available at: [Data Protection Information for Online Proctored Final Exams](#)

4. Do I have to give consent to recording my information before I start the exam?

At the start of a proctored exam, you will be required to give consent to the recording of both the computer screen and webcam. This is an automatic 'tick the box' step in the process of starting your exam.

5. Can the proctoring software view/access information/files on my PC?

No. The proctoring software, proctoring company or TUS has no access to you PC hard drives or any information/files stored on these including your Exam solutions files. It only provides a system to connect to the proctor, record video of the exam candidate and record screen activity during the exam. It cannot access or collect any other data.

6. Can I use Dual Screens During the Exam?

No. For a proctored Exam it is only possible to have one screen. The proctoring software can only record the activity on one screen. Therefore you will need to disconnect the other screens in advance of the exam. This is one of the checks of the exam space that a proctor will do at the beginning of the exam (verify one screen).

7. Can I do the Exam from a place of work?

TUS does not recommend that a proctored exam is taken from a place of work. The network systems in places of work are likely to have firewalls that will block access to connecting to your proctor. TUS cannot engage on a student behalf with any third parties in relation to proctoring.

8. What if I have reasonable accommodations- can these be accommodated?

Yes, all reasonable accommodations will be accommodated in accordance with TUS Policy. The Exams Office already has the information on these and will take the necessary steps. It may contact an exam candidate as part of this process. Equally, an Exam candidate with a reasonable accommodation may contact Exams@lit.ie directly if they have any queries.

9. Are there any specific criteria in relation to the exam space.

Yes, it is recommended that you choose a space where you are <u>alone in the room</u>, that is <u>free from noise</u> and that is <u>not accessed by third parties</u>. 'Free from noise' is recommended in the context of supporting your comfort and ability to concentrate during the exam and you can exercise your own discretion for this. In addition, the exam desk should only contain your PC/Laptop, any scrap paper you require and other materials authorized as part of your Exam rules.

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Preparing for the Exam

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1. What are the essential Hardware requirements and what can I do if I don't meet them?

The following is required:
- Desktop Computer or Laptop (Tablets, Chromebook and Mobile Phones <u>do not</u> meet the requirements).
- A working built-in or external Webcam and Microphone.

If you do not meet these requirement and need assistance please complete a form requesting assistance available at: *Online Proctored Exam System Requirements* TUS will assess your need and provide you with a suitable solution. (See also step 3 of the Step by Step Guide).

2. Can I use my phone to connect to the proctor?

No, you cannot use your phone as your camera for the proctored exam. A phone does not meet the specifications of the proctoring company. As outlined in Question 1, you will need a webcam to verify your identity to the proctor and complete the proctored exam.

3. What are the essential Internet Requirements and what can I do if I don't meet them?

Internet speed of at least 2 Mbps download and 2 Mbps upload. You can test your broadband speed at the following link: https://broadbandspeedtest.ie/ Hot spots are not recommended.

If you do not meet these requirement and need assistance please complete a form requesting assistance available at: *Online Proctored Exam System Requirements* TUS will assess your need and provide you with a suitable solution. (See **Step 3** of the Step by Step Guide).

4. What software do I need/may I use for my Online Proctored Exam?

(a) You will need the following software for the proctoring process (See **Step 4** of the Step by Step Guide)

Update your Google Chrome Download and/or update Google Chrome
Download the Examity Extension for Google Chrome

(b) In addition, you will need specific software to complete your exam e.g. Word, Excel or other specific exam software. These will be detailed in the Exam Rules and also outlined to you by your Lecturer in advance of the Exam. You will automatically receive a copy of the *Exam Rules* when you schedule your Exams on Examity.

5. Why do I need to schedule my Exams on Examity?

This is an essential step and you will not be able to connect to your proctor or take your Exam on the day of the exam if you do not complete this step by the deadline provided. This scheduling step is how a proctor is assigned to be available to you specifically at the start of your Exam. (For details of how to schedule your exam See **Step 7** of the Step by Step Guide).

6. What is the advantage of the Connect to Proctor Pre-Test?

This has two benefits: (1) It may help identify any system issues you have such as Firewalls or Pop up blockers that may inhibit you connecting to your proctor and these may then be resolved in advance of your Exam. (2) It familiarises you with the process of connecting to the proctor and performing the validation checks in advance of your actual exams

7. What should I do if the 'system check and validation' deems a system unable to use the proctoring software?

Contact Exams@lit.ie or Helpdesk@lit.ie quoting your Exam Title and describing the issue encountered. It is recommended that you would include a screen shot of any error messages encountered. You will be contacted with direct support as soon as possible. You may also complete the request for assistance form available at: *[Online Proctored Exam System Requirements](#)*

The Exams Office will assist students in ensuring that each has the capacity to take the exam.

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On the Day of the Exam

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1. How do I connect to the Proctor on the Day of the Exam?

You connect to the Proctor by logging into your Moodle Exam Page and accessing the link for the Examity Software and access the Start My Exam Link on the Examity Dashboard. (See **Step 9** of the Step by Step Guide).

2. Must I have my Student ID Card and how does the Proctor confirm my identity

It is recommended that you have your Student ID Card. However, a Government issued ID such as Passport or Driving licence may also be used.

During the validation step you will be asked to show your photographic identification and a photo is taken of this. The live Proctor then checks that the student is registered for the examination and compares the photo identification to that of the candidate. A second clear photo of the examination candidate's face is then taken and both photos are stored for comparison and review purposes.

3. When and how do I access my Exam paper?

When you connect to your proctor as scheduled, you will first complete the identification and validation process. On successful completion of this, your proctor will provide you with a link to your Exam. This may then be downloaded and saved locally.

4. Where can I find the Exam rules?

You will automatically receive a copy of the exam rules by email when you schedule your Exam. The generic exam rules are available at: [Exam Rules](#)

The proctor will also inform you of the rules at the start of the exam and you will be asked to confirm that you understand these.

5. Can I print my Exam paper?

Yes. You may print your Exam paper. However, it is highly recommended that the printer is located in the exam space in which you take your exam.

6. Can I use scrap paper to develop answers?

Yes. You may use scrap paper to help develop your ideas and exam solutions. However, it is not possible to upload any handwritten material as part of your solutions files.

7. What can I have on my desk during the proctored exam?

Your desk should be clear. As these are closed book exams you are only permitted to have scrap paper and your exam paper if you choose to print it.

8. Can I leave my desk to take a bathroom break?

Yes. It is permitted to take a bathroom break. You need to inform the proctor via the Examity chat Function that you are taking a bathroom break

9. Can I keep my phone with me and switched on?

Yes, it is highly recommended that your phone is switched on and within reach. Your proctor and/or TUS Exams may call you if you are having difficulty accessing your Proctor or if your internet drops during the exam. You may not use your phone for any other purpose than receive a call for your Proctor or TUS Exams during your exam.

10. If my internet drops in the middle of my exam what do I do?

Check your Email as your proctor may send you a new link to re-join. Check your phone as your Proctor may call you. If you are unable to reconnect call TUS Exams at 061 293220 and inform them. Continue with your Exam, Save your Solutions File at the designated Exam finish time. This time will be recorded as file last accessed. Do not reopen the file. When your internet is restored upload your Exam to Moodle and inform Exams@lit.ie of your particular circumstances.

11. What Help and support is available on the day of the Exam to assist with any connection issues?

➢ You can seek support directly from your Proctor and also use the Examity Chat Function
➢ You can email Exams@lit.ie directly or call 061 293200 at any time. LIT will respond quickly with direct support.
➢ We recommend that you include your Contact telephone/mobile number and Module Title.

Please also watch our 2 Student Examity videos at the links below

Examity Set Up Video Tutorial

Accessing your Proctor and Exam on Day of Exam