

Online examination policy

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Cross reference/related documents:	5.1.3 Assessments (Master's) 5.1.3.1 Master's assessment criteria and grade descriptors 5.2.1 Assessment regulations doctoral degrees 5.2.1.1 Doctoral assessment criteria 5.2.1.2 Doctoral grading descriptors 5.3.2 Appeals 5.4 Undergraduate assessment regulations 5.4.1 Undergraduate marking criteria matrix 6.1 Student code of conduct 6.2 Student discipline 6.3 Student grievance	

1.0 Rationale and principles which this policy seeks to uphold

- 1.1 The University will ensure that the online examination experience is transparent, fair, trustworthy, secure, convenient, and maintains the University's quality assurance standards.

2.0 Scope

- 2.1 This policy applies to all online implementation of the University's own examinations.
- 2.2 This policy does not cover examinations run by external agencies using the University's physical or online resources.

3.0 Policy

Rules and code of conduct

- 3.1 Unless explicitly mentioned otherwise within this policy document, standard examination regulations and codes of conduct will apply to the online examination rules and code of conduct.
- 3.2 Online examinations can be implemented synchronously or asynchronously. Synchronous examinations are session-based exams where candidates are required to be present in a particular virtual space at a particular time and may not leave unless for a break or submission of the examination. Asynchronous examinations are examinations which do not restrict candidates to be present in a particular virtual space at a particular time while taking the examination.
- 3.3 Candidates experiencing technical difficulties and other irregularities at any point during the examination session will be dealt with on case-by-case basis.

Eligibility for online examinations

- 3.4 Eligibility for online examination includes:
 - 3.4.1 candidates who have been instructed to sit for an online examination by their module instructor in order to successfully complete their module requirements;
 - 3.4.2 candidates who wish to substitute their on-campus examinations with online examinations for health and safety concerns. This request needs to be approved by the candidate's Head of Programme;
 - 3.4.3 candidates who for some unanticipated circumstances are unable to be present physically in the UAE at the time the examination will be conducted. This request needs to be approved by the candidate's Head of Programme.

Preparation for online examination

- 3.5 Candidates are to be provided with a clear and explicit description of the whole online examination process before they sit for an online examination.
- 3.6 Candidates filing a grievance on matters pertaining to a standard set process after sitting for an examination cannot change the outcome or results of the examination they have already submitted.
- 3.7 Examination instructions are to be emailed to candidates before the day on which the examination will take place.
- 3.8 Candidates who are expected to sit for an online examination may choose to withdraw from it provided that they complete a Mitigating Circumstances form. Completing the form does not guarantee any results or decisions.
- 3.9 Candidates are fully responsible for the technical equipment and set up they need for an online examination. This includes an internet connection with sufficient bandwidth, a computer with sufficient processing power, all the necessary programs, sufficient battery life or a reliable mains power source, a video camera, etc. Technical issues related to the basic functioning of hardware/software are not the responsibility of the University.

- 3.10 Candidates may be required to install and activate a specific proctoring program on their computers. Candidates entering an online examination without a proctoring program where it is required will not be permitted to sit the examination.
- 3.11 Candidates may be required to install and activate particular programs pertaining to the module they are taking in order to successfully complete the examination (for example, Microsoft Office, MATLAB, or SPSS).
- 3.12 Any software used in online examinations must be correctly licensed for the user taking the examination and have been purchased and installed through legal means.

Online examination timetable

- 3.13 Candidates are fully responsible for correctly noting the timetable of their online examinations. They are expected to check their timetables regularly to note if there has been any change in the timetable.
- 3.14 Online examination timetables should be set so that no candidate has two online examinations scheduled that will clash.
- 3.15 In cases where there is more than one online examination in one day for one candidate, there has to be at least a two hours gap between the two examinations.
- 3.16 Online examination timetables should be set so that no one candidate would have more than two examinations in one day.
- 3.17 Online examination timetables should be set so that two examinations per day per candidate happen only in exceptional cases.

Online examinations for students of determination and other special needs

- 3.18 Candidates with a disability or a medical condition or who are expected to be under incapacitating circumstances at the time the examination is set are required to notify the module instructor beforehand.
- 3.19 The module instructor will inform the Equality and Diversity Committee of the candidate's case. The Equality and Diversity Committee will then assess the candidate's case and make a decision on whether the candidate needs any special arrangement for his/her online examination.
- 3.20 Depending on the particular condition of a special requirement, standard online examination arrangements may be adjusted to the candidate who needs it so that they may sit through the online examination. The nature of this arrangement will be decided by the Equality and Diversity Committee.

Admission to online examinations

- 3.21 The virtual room where the online examination is taking place will open 15 minutes before the examination starts.
- 3.22 Where necessary, candidates will be required to be ready at all times during the examination for invigilators to ask them for a 360° environmental camera scan.
- 3.23 Unless instructed otherwise, candidates' microphones will be required to be turned on at all times during the examination.
- 3.24 Candidates are required to present their University photo identification card to verify their identity prior to starting the examination.
- 3.25 For any queries during the examination, candidates may raise their hands (digitally) and an invigilator will assist them in a private one-to-one chat.
- 3.26 Candidates are to keep their work desks clean and free of any clutter.
- 3.27 Camera lenses need to be clean and clear. Sound systems need to be sharp and clear.
- 3.28 Candidates may be required to start up their proctoring program before the examination starts. A proctoring program must be the same one for all candidates taking an examination at a time.
- 3.29 A proctoring program implemented by the University should have the following features:
 - 3.29.1 identity authentication;
 - 3.29.2 secure examination browser;
 - 3.29.3 session recording.

During the online examination

- 3.30 Candidates are required to have their faces in full view of the camera at all times during the online examination.
- 3.31 Examination invigilators may not necessarily be the module instructors. .
- 3.32 Online examination sessions will be designed by the module instructor in such a way that they allow at least one break period of 10 minutes. The examination may, for example, be divided into two parts where candidates will submit their first part before taking the break.
- 3.33 Communication by candidates with anyone other than the invigilator present online or the module instructor present online is strictly prohibited during the online examination.
- 3.34 The examination session may be recorded for invigilation purposes. The video will be used to monitor, review, and inspect the examination session and as an evidentiary record for potential disputes between candidates and invigilators.
- 3.35 Candidates may not leave their desk space at any time during the examination session unless:

- 3.35.1 for a break period, as instructed;
- 3.35.2 they wish to submit their examination.

- 3.36 Depending on the type and nature of the examination, candidates may be required to complete their answers using a program such as Microsoft Office or MATLAB and upload the files, or answer directly on the e-learning system in which the examination is taking place.
- 3.37 Candidates taking online examinations shall will not access any website or other digital material besides their examination webpage unless told to do so by the module instructor.
- 3.38 Candidates taking on-campus online examinations should not dim the brightness of their laptop screen below 70% while taking examinations unless they have a medical condition that requires them to do so. In such cases, clauses 4.18, 4.19, and 4.20 apply.

Submission of the online examination

- 3.39 Depending on the examination itself, submission may be:
 - 3.39.1 multiple set times during the examination – for example in cases where the candidate can't go back to a section they completed;
 - 3.39.2 multiple submissions at any time – for example uploading completed Word or Excel files;
 - 3.39.3 once at the end of the examination – for example a set button with a 'Finish Examination' prompt;
 - 3.39.4 multiple submissions at the end of the examination.
- 3.40 Once the online examination set time is up, the system will lock and automatically submit all work that the candidate has completed.
- 3.41 Candidates taking on-campus online examinations should confirm the submission of their examination with the invigilator before leaving the examination hall. The invigilator will record the submission time of the candidates on the attendance register.