REMOTE INVIGILATION - Zoom
Student Guidelines

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Introduction

Remote invigilation refers to the use of common video conferencing technologies, such as Zoom, to monitor test session activity using both video and audio. These guidelines aim to support the planning, execution, and management of remote invigilation via Zoom in a way that preserves the integrity of the test session and the UC qualification process.

While the information below refers to Zoom, it also includes other invigilation modalities, such as Teams. The examiner will advise you what invigilation programme will be used.

This information sheet will provide you with all the information you need as an UC candidate. If you have any questions, please contact your lecturer.

Overview

What is Online Invigilation and why is it needed?

Currently when you sit a test/exam onsite at UC there are supervisors who identify and monitor you to provide support and prevent any cheating or fraud. Online UC assessment need to replicate this oversight and have confidence that who is taking the test/exam is the correct person and cheating or fraud does not occur. This is needed to ensure the integrity of UC's qualifications and that honest students are not disadvantaged.

Does this cost me anything?

No. UC pays for the online remote invigilation similar to any test or exam supervision.

What if am registered for Special Arrangements?

If you have registered with the Equity and Disability Service and have a Learning Support Plan in place which includes test/exam adjustments, these will be applied to your online test/exam as well. If you wish to discuss what this will look like in the online space, feel free to contact the Departmental Administrator for tests and the Examinations Office examinations@canterbury.ac.nz for exams.

Test and Exam Preparation

What do I need to do before I start a test or exam?

- At least 1 week before a test or exam, you must check your browser is updated to the latest version. If not please download and install a browser of your choosing.

- Once downloaded you must ensure your Zoom account is set up https://www.canterbury.ac.nz/its/knowledge-base/video-conferencing/

- You must ensure you are in compliance with all the minimum hardware, software and internet standards and not have a virtual machine running. A VPN should be fine. For information on Zoom requirements please see here.

- Make sure the camera is fixed on the screen so that it gives a clear video of yourself and that the room has proper lighting.

- You must then conduct a practice zoom session by setting up and joining a meeting.

- On the day of the test/exam: please allow at least 30 minutes before the official start time to ensure your computer is set up properly, your equipment is working and you have everything you need.

How do I prepare my space to provide 'test or exam conditions' suitable for successful invigilation?

- Make sure you have a quiet private space where you will not be interrupted to take the test/exam. You will need to provide 'test/exam conditions' in the space you choose to sit your test/exam in. This means conditions very similar to what you would expect in a test/exam room at UC.

- You need to be in a well-lit room, with no other people present (including children) and no interruptions. We suggest that you let your friends and family know that you are sitting your test/exam and require a private quiet space for the duration. Put a sign on your door asking people to come back later and turn your voicemail on.

- Remove anything on your desk that is not related to your test/exam.

- Unless your test/exam is 'open or restricted book', your workspace should be free of papers, books and sticky notes and your walls should be clear of any documents or materials which may be relevant to the test/exam. For a 'restricted book exam', your workspace may only have the approved materials.

- Your lecturer or the Examinations Office will set the 'permitted materials' for your test/exam and you will be advised prior to commencement of the test/exam. This information will also be made available in your LEARN site once confirmed.

- Your mobile phone, smart watch or other devices should be turned off or put away. You are not permitted to wear headphones.

- To ensure your internet connection is not interrupted or slowed, ask other people in your house not to watch Netflix or download large files while you are sitting your test/exam.

What do I need to bring to the test or exam?

Other than materials or equipment specified by your lecturer or the Examinations Office you will need to have a current photo ID with you when starting your test or exam - make sure the name you are registered with at UC when you enrolled is the legal name that appears on your official photo ID.

Forms of accepted photo ID include: UC Student Card, Driver's Licence, Passport, Government Issued Photo ID.

You can dress casually, however nothing should be covering your face or head. Hats, beanies or sunglasses are not allowed unless you have a prior exemption due to religious, cultural or other reasons which have been agreed by the lecturer (test) or Examinations Office (exam).

Why do I need audio to sit my test or exam?

You will need a microphone (these are built into many webcams). The microphone is an important aspect of ensuring the integrity of the test/exam, and to prevent or detect students who may be attempting to cheat. Also, you may need to communicate with the invigilator/supervisor for help.

Can I use a tablet or mobile device, or virtual machine to take my test or exam?

No, unless specifically advised otherwise. Please see the hardware, internet and software requirements for the relevant specifications and allowed devices and operating systems.

What if I don't have a webcam?

You will need to buy or borrow a webcam to sit your supervised test/exam online.

We recommend a webcam with 1280×720 resolution and built-in microphone. These are fairly inexpensive online or from a local retailer. If financial assistance is required please use: https://www.canterbury.ac.nz/support/financial-assistance/

If your computer or laptop has a built-in webcam you should be able to use this. The webcam must be able to view your face and hands for the exam. Webcams which are at the bottom of the screen may not be used.

What are the hardware and internet requirements on my computer? How can I make sure they work?

These are located at https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux. Please test out Zoom by setting up a meeting and trailing with classmates, friends and family.

Do I have to do my test/exam at home or can I do my exam in a public space such as a library?

You don't have to do your exam at home, but you will need to provide exam conditions wherever you choose to take it. This means you may not have any other people in the room, and you should not be interrupted.   A private study room in a library would be fine, but a public space in a library, coffee shop or airport would not be suitable. If you are considering using a computer owned by a library or your workplace, you need to test this equipment first.

Can I use dual monitors on my device?

No. As a part of maintaining academic integrity, dual monitors are not permitted in an online invigilated test/exam.

Conducting a Test or Exam

How do I start my test or exam?

You must report for your exam 20-30 minutes prior to the official start time.

Please look at your course learn page for further direction. https://learn.canterbury.ac.nz/login/index.php.

What will happen during the test/exam zoom session?

When you have joined the zoom session, you will be admitted by the invigilator and asked to authenticate yourself via visual, audio and ID photo. The invigilator will ask to see your surroundings and any items and materials you have, to assess whether anything in your possession is unauthorised. You will be given further instructions at the start, during and the end of the exam.

Why can't I leave the view of the webcam?

For integrity reasons, it needs to be ensured that students are not accessing unauthorised materials during the test/exam. For this reason, students may not leave the view of the webcam unless there has been prior approval given for breaks at specified times or associated with certain conditions. If you need to leave the view, you must notify the invigilator. There will need to be a view of your face and hands in the view of the webcam during your test or exam.

Please ensure that you have all permitted materials you will require (e.g. ID card, calculator, and authorised test/exam materials, drink of water or medication) in your workspace before you start.

What are the rules associated with the test or exam? What am I permitted or not permitted to do?

As a test or exam candidate, you will be provided specific instructions associated with the test or exam by your lecturer, the Examinations Office or another UC staff member.

In general, you must agree to the following rules to take a UC Zoom invigilated test/exam:

- Candidates must not communicate with anyone except the remote invigilator.

- Candidates are not allowed to receive help from any unauthorised person.

- Candidates must maintain a quiet testing environment.

- Candidates can only talk to the remote invigilator for clarification of instructions or if there are technical problems.

- Candidates are only be allowed one break during the exam. If you need to use the bathroom during exams, you need to message the invigilator (using the Chat Function) and be back within 5 minutes. Video and microphone need to be left on during this time.

- You must adhere to the rules provided to you in terms of permitted and prohibited materials.

- Only programmes or applications specified in the test/exam can be used.

- During the test/exam, candidates are forbidden to use mobile phones, cameras and video recording equipment other than the webcam used to monitor the test session.

- Your camera, microphone and speakers must be enabled and running during the test session

- Your webcam must always be focussed on you during the test, with your face and hands in clear view.

- Nothing may cover the webcam lens during the test.

Help! My internet, computer or LEARN has stopped working! What do I do?

Where can I get assistance with a technical issue?

Before the exam:

Please contact IT services https://assist.canterbury.ac.nz/assystnet/application.jsp#serviceOfferings/63 or 0800 UC IT HELP (0508 824 843)

The IT Help Desk is open for extended hours over the Examination Period. Hours are available from the Examination Web page: https://www.canterbury.ac.nz/study/examinations/exam-dates-rooms-and-timetables/

During the exam:

If your computer or internet drops-out, please try initially turning it off and on again.

If your exam is being supervised via Zoom or Teams and you have started, you may advise your invigilator.

OR

Contact the Examinations Office: examinations@canterbury.ac.nz, 369 5508.

Privacy & Data Security

What happens to the recordings taken during the test or exam?

The recording of the test or exam will be stored on a UC network drive or UC Zoom account in the cloud as is currently the situation with any similar student information. Recordings will only be accessed and reviewed if required by authorised parties.

Is my data secure and how long is this data stored for?

Recording data will be treated as confidential and as sensitively as any other student information stored by UC. Data should be deleted prior to the start of the next academic year unless there is any need to keep a particular recording e.g. for ongoing disciplinary investigations.

If I am suspected or accused of cheating or plagiarism can online invigilation evidence be used? Can I have access to this?

Yes. The disciplinary process is the same as any usual assessment, test/exam where it is suspected a student has cheated.

Yes, you are permitted to access any associated evidence in the case against you, as long as it is not in breach of any NZ legal standard or University regulations.

How can I reduce the risk of exposing personal information during my test or exams?

Zoom only records what is on the screen and captured by the webcam and microphone. It does not have full access to your files or web search history during your test or exam. It can only see these things if you open them during your test/exam. Just as you might choose not to take certain personal items with you when you're going to an exam centre to sit a paper test/exam, there are a couple of things you may wish to do to limit the information available during your online test/exam:

- Clear your internet history before your test/exam. This would mean that even if you opened your browser history accidentally during your test/exam there would be nothing to see.

- Set up a different profile on your computer. You can create a 'guest' account on your computer from which there is no access to your usual files or internet history – this would mean that even if you opened a file explorer or new web browser window accidentally during your test/exam there would be nothing to see. How to do this will depend on the type of computer and operating system you have.

- Use a different computer. Some students are able to book a room in a public or university library, with a different computer.