

A complete guide on University of Canterbury (UC) online exams for UC students

The objective of this document is to help UC students to familiarise themselves with online exams at UC and to face them confidently.

First, make sure you check the key dates and time table. [Check it out here](#)

Section 01

What do you need to know before you sit for an online exam?

1. How are you being assessed?

Most of the courses use LEARN as a means for assessment. Students can submit written assessments, take online quizzes, or complete other graded activities (e.g. forum discussions). Teachers can provide their feedback and all grades for assessed (and sometimes non-assessed) items can be accessed via Grades section on Learn.

1.1 Assignments

The best place to get information about your assignments is the course outline. Teachers usually share this as a file via LEARN. Your course may also have additional information in LEARN in a dedicated section in the menu on the left-hand side.

Assignment submission box



An assignment submission box gives students the ability to upload at least one file. to upload a file or possibly multiple files (e.g. an essay, a presentation file) which is shared only with teachers. Teachers are then able to mark these submissions and provide feedback.

Sometimes assignment submission boxes are set up to not allow submissions after a specific due date. Other times, teachers set up their assignment submission boxes to still accept assignments, even after the due date. In any case, the official due date of an assignment is the one included in the [official course information](#) and the course outline unless specified otherwise. If you are still unclear of an assignment due date, contact your lecturer.

1.1.1 A simple assignment submission box [here](#)

This is an example of a simple assignment submission box with no specific due date. It allows you to upload up to one file. To submit a file to it:

1. Click the Add submission button to bring up the file upload page.
2. Upload the relevant file into the submission. You can drag and drop the file into the submission box.
3. Click Save Changes.

There should now be a last modified date and the file uploaded will also be displayed. Depending on how your actual assignments are set up that status will either read Submitted

for grading-in which case no further action is need, or draft (not submitted). No further changes will be allowed if the assignment is submitted.

1. If changes are required, click on Edit my submission.
2. Once ready to submit, click Submit assignment.

1.1.2 What happens if my files are too large?

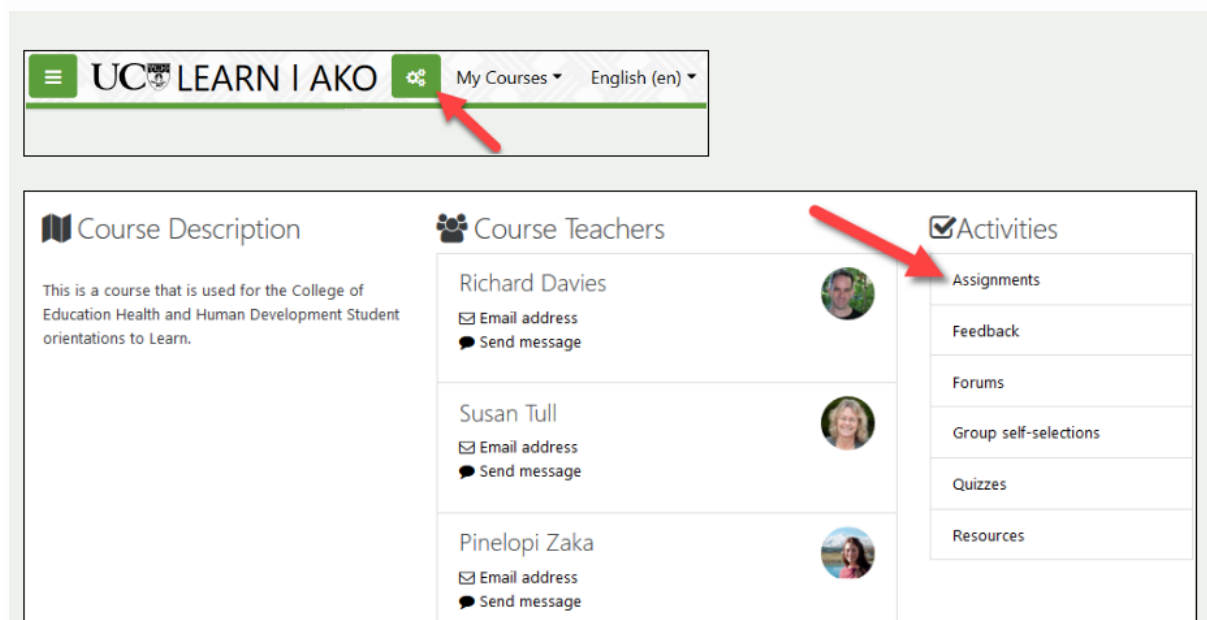
Find how to upload large files to an assignment submission box [here](#).

1.1.3 Need more information about Learn assignments?

Check [here](#).

1.1.4 Shortcut? Quick access to all assignments

Go to the Course dashboard and under activities you will find a shortcut with a link to all Assignments in the course (across sections).



1.2 Quizzes

Some courses might have online quizzes that you can take via Learn. These might be in the course just for you to test your understanding or they might be part of the formal assessment (e.g.: term test)

Like assignments, quizzes might have a specific opening and closing date. They might also have time limits and no more than one attempts allowed. Several types of questions may be included in a quiz.

For most question formats in a quiz, answers are automatically marked by quiz itself. However, if your quiz has essay-type questions where you are expected to type some free-form text, your answers will be manually marked by a lecturer, marking assistant or a tutor.

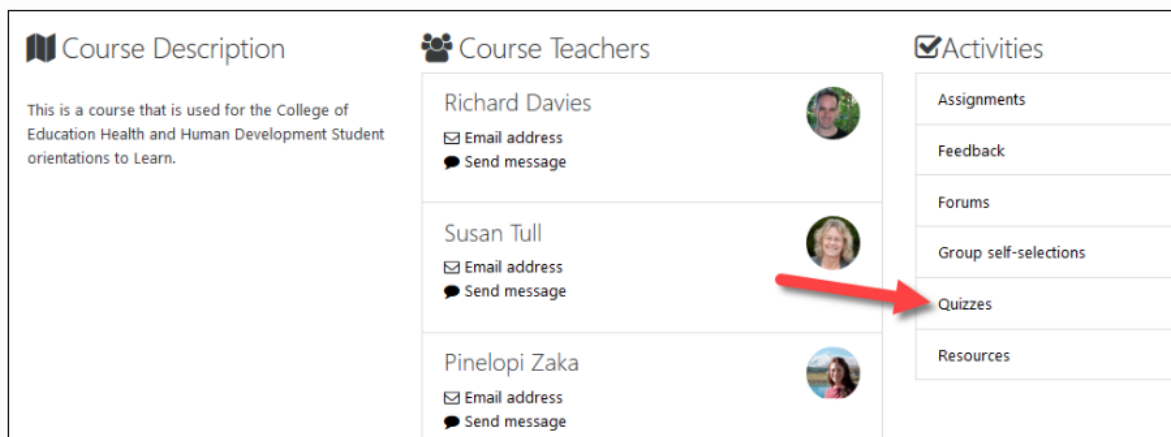
1.2.1 Try a quiz [here](#)

Try this example quiz to see what quizzes might look like in LEARN. Note that there is no opening and closing date and there is a time limit for each attempt. There is no limit as to how many attempts each student is allowed to make.

In this quiz you should be able to see your results immediately after you finish your attempt.

1.1.2 Do you know about gradual entry / staggered start?

Many students accessing a quiz at the same time can put excessive load on Learn and this may result in slow page delivery and server errors. The *gradual entry to the quiz* feature adds a random delay to each student's entry to the quiz and reduces load on Learn.



2. How are you being invigilated?

UC offers invigilated and non-invigilated online tests and exams. We use different software and tools in invigilation process. Lockdown browser & Respondus monitor, Zoom invigilation and Turnitin are some of the tools used by UC for proctoring and plagiarism purposes. Whether a test or exam is invigilated or not, and if invigilated what software will be used is ultimately up to your lecturer or course coordinator.

2.1 Lockdown browser and Respondus Monitor

Respondus Lockdown Browser and Respondus Monitor function as a restricted web browser, which interacts with AKO|LEARN to deliver assessments and examinations to prevent breaches of academic integrity. Respondus Lockdown Browser by itself creates a locked down machine environment; whereas Respondus Monitor adds an additional layer of invigilation to the locked down machine by recording the assessment/exam session using the web camera and microphone of the device, which is then made available at the end of the examination to the course instructor to review. Your lecturer may choose to use just

Respondus Lockdown Browser, or both Lockdown Browser and Respondus Monitor. Please note: the recordings made by Respondus Monitor are only visible to staff of the University of Canterbury. You can read more about the Respondus Privacy Policy [here](#) and [here](#).

2.1.1 Check device requirements

You should review the device system requirements and check them against your own device (please note that Chromebooks are now able to be used also):

- Windows: 10 and 8. [Details](#)
- Mac: OS X 10.12 or higher.
- iOS: 10.0+ (iPad only). Must have a compatible LMS integration. [Details](#)
- Web camera (internal or external) & microphone
- A stable broadband internet connection or better

2.1.2 Why it is important to do a practice test before your Respondus exam?

If you are taking an online exam with Respondus proctoring it is important to do a practice test at least a week before your exam. It helps to make sure that you have fully downloaded the correct software and fulfil the device requirements to avoid technical issues during the test. If any errors are found, you will also have sufficient time to get these addressed.

A practice test is included in your course page and unless you can practice it via below link.

Try practice test [here](#)

LEARN will provide a unique download link for LockDown Browser. (Don't Google for a download link -- it will be for the wrong site!)

2.1.3 Are you using Respondus from a location with limited access?

If you are using Respondus Lockdown Browser and/or Respondus Monitor from a location with restricted internet access, specifically Iran or China, then installing and using **VPN software** is strongly advised.

Do you know how to download VPN? Please check [here](#)

2.1.3 Looking for additional support/troubleshooting?

- If your connection is lost during the assessment/exam itself, you should reboot Respondus Lockdown Browser and resume your assessment/exam, if possible. Should that not work, next try restarting your device.
- You can contact UC IT HELP (0508 824 843) in emergencies
- After your assessment/exam, you should let examination office know what happened as soon as possible.
- If you have technical issues with the Respondus software itself during the use of the Practice Quiz or the onboarding process for your assessment/exam itself, there

is also 24/7 chat help available from the Respondus Team via the Respondus Lockdown Browser interface (this is accessed by clicking the (i) icon in the panel at the top left of the Respondus screen while it is open)

For troubleshooting tips, check our Respondus FAQ [here](#)

2.2 Zoom invigilation

Zoom invigilation refers to the use of 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.

Zoom invigilation guidelines for students available [here](#)

2.3 Turnitin

Some LEARN assignments use Turnitin - a plagiarism checking service that checks student submissions against many resources. After you submit your work through an assignment in LEARN that uses Turnitin, Turnitin will generate a similarity score and report that will be available to your course coordinator (sometimes students are also allowed to see their own similarity scores). Usually your lecturer will say if your assignment uses Turnitin, but you will also see a Turnitin message before submitting your work.

A sample assignment box using Turnitin [here](#)

This example assignment is set up to use Turnitin so that you can see what it may look like. Note that this example assignment does not accept files, but it lets you type in some text.

The first time you use an assignment with Turnitin you must accept the Turnitin End User License Agreement before you can continue.

1. Select Add submission
2. Note the message that appears indicating that Turnitin is used in this assignment.
3. Type more than 20 words in the text box and then save.
4. Look at the status of your submission. Next to the file you uploaded there will be a message from Turnitin. Once a Turnitin ID number appears next to your submission, it is a matter of time until a similarity score appears in the same place.
5. Once the similarity score appears click on it to get an overview of the similarities

2.3.1 Want to see a document checked by Turnitin?

Check [here](#)

2.3.2 Check how to interpret a Turnitin similarity report [here](#)

3. How to organize yourself for an online exam?

Examination season can be a stressful period for anyone. Please make sure to go through below check list before you sit an online exam.

3.1 Online exam checklist

1. Have you checked your internet speed?
2. Have you checked your modem?
3. Have you avoided public Wi-Fi such as hospitals malls, airports...etc
4. Have you informed your flatmates/family that you are taking an online exam?
5. Have you checked the date and time of the exam?
6. Have you got a quiet and well-lit space to do your exam?
7. Have you done a mock online test if it is the first time for you?
8. Have you contacted SAS for your special consideration arrangements?
9. Have you referred to the "Online examination student guide"?
10. Have you got power cords to well-connect them to your device during the exam?

3.2 Respondus checklist

If you have a Respondus test, make sure

1. you do the practice test at least a week before the test or exam
2. you pick a quiet well-lit space
3. your webcam and microphone work well
4. you download VPN if you login via a restricted internet connection (relates to students in China or Iran)
5. you avoid public Wi-Fi connections such as hospitals, malls, airports...etc

3.3 Checking your internet facility

You should check your internet speed here <https://www.speedtest.net>. If the download result is less than 5Mbps there are a few things that can help. Internet speeds can vary due to how many people are on the network at the same time. This can impact on the internet speed and service. The internet speed could be affected by:

- Downloading large files
- Watching Netflix
- Viewing content on You Tube
- Gaming

3.1.1 Tips for improvement

- During the assessment weeks, you may want to talk to family or flatmates. Let them know when your assessments are occurring so they can help ensure you have the bandwidth and speed you need. Some things they can do to help is to avoid streaming Netflix. It may be best for them to download the program or film and watch later and reduce resolution on YouTube to 320.
- Internet speeds can fluctuate during the day. Traffic on networks peak in the morning around 9am, in the afternoon when school finishes and at the end of the work day. If you can, take your assessment outside these peak times to improve your connection experience.

- If the broadband seems slow, reset the modem by turning it off for a couple of minutes, then turning it on again.
- If you normally experience issues with Wi-Fi, connect the computer to the modem/router by using an Ethernet cable during your assessment. This provides a faster connection.

3.4 Check your Modem

- Devices and appliances like baby monitors, cordless phones or microwaves can interfere with the modem's signal. Do not keep them directly next to the modem.
- Place the modem in a central part of the house, preferably in a high place. Hiding it under a desk or in a cupboard may block its signal.
- Keep your browser up to date and do not use Safari. Use Google Chrome as the preferred browser.
- Make sure to use an up-to-date antivirus software. Viruses can slow the internet down.
- Check monthly data usage. Exceeding this may mean reverting to dial-up speed for the rest of the billing month.
- If you are concerned about their internet speed they can contact their Internet Service Provider

3.5 Need a quiet room to take your on-line exam? [Book now](#)

4. Feeling not well and unexpected circumstance?

4.1 Special arrangements for students

Students with disabilities that will significantly affect their performance in timed assessments, can apply for special arrangements. The Special Arrangement Coordinator works along with Learning Design and Technology team to facilitate extra time arrangements for those students approved by Student Accessibility Services (SAS).

Apply for special consideration [here](#)

4.2 Do you know about student accessibility services?

Any student enrolled in an assessed course, who has a **disability, medical condition, specific learning difficulty, mental health condition or a temporary impairment that affects their ability to study** is eligible to register with [Te Ratonga Whaikaha|Student Accessibility Service](#) at any stage of the academic year.

Check more information [here](#)

4.3 Clashes and alternative arrangements

Every effort is made to minimise examination clashes (two exams scheduled at the same time). However, there will be instances where exam clashes are unavoidable. If you are affected by an exam clash, arrangements will be made for you.

Check more information [here](#)

5. Need access to past exam papers?

Exam papers are now administered by the Examinations Office and made available via [Ako|Learn](#)

Section 02

What can happen during your online exams?

It is important to know what contingency plans that you can put in place in case there are technical issues during your online exams.

2.1 Network issue during a test?

Reaching UC IT HELP via [Service Now](#) or calling UC IT HELP (0508 824 843) will be students first point of contact. You can also email to examinations@canterbury.ac.nz for further assistance.

2.2 Having a webcam and microphone issue during a Respondus test?

Live chat help is available within Lockdown Browser when using the webcam proctoring feature (also called Respondus Monitor). Chat agents can assist you with pre-exam issues related to the webcam and microphone

Live chat for Respondus monitor [here](#)

2.3 What happens if my device crashes and I lose work during a test?

- Remember to save your work regularly.
- Word normally auto saves work which can be recovered when starting up Word. If there is no auto save, then an extension of time would be appropriate. This would not normally be for the entire time as students have already gone through formulating a solution once, so completion time should be reduced but would depend on the questions asked.

2.3 Learn quiz stops pathway through?

Learn saves work on a frequent basis (every 30 seconds and when moving to the next page), so the quiz can be restarted where it was last saved. Both Learn and the assessment server keep sessions for 2 hours, meaning that you can get back to where you were so long as they do not close your browser

Extensions of time can be given for the individual if required. Make sure to ring ITS Help Desk via [Service Now](#) or calling UC IT HELP (0508 824 843) for help

2.5 Internet issues for submission/completion:

- If the issue is with Learn, then you should email the submission through to examination office.
- If there are internet issues then if this is a Word document ensure the file is saved before the due time, and this can be checked by the last modified date on the Word document. If it is a written assessment take photos of the script straight away with date/time showing on the photos. You should email these as soon as the internet access is available. Check the time and date on the photos when received.

2.6 Impaired performance due to a technical issue?

What can you do if they feel your performance in an online test/exam was impacted by a technical issue, for example they were unable to stay connected for the full time, or their connection was slow or interrupted?

Reach ITS Help Desk via [Service Now](#) or calling UC IT HELP (0508 824 843)

• Students can also lodge a Special Consideration outlining the particular issues that they encountered. Check how to [apply Special Consideration](#)

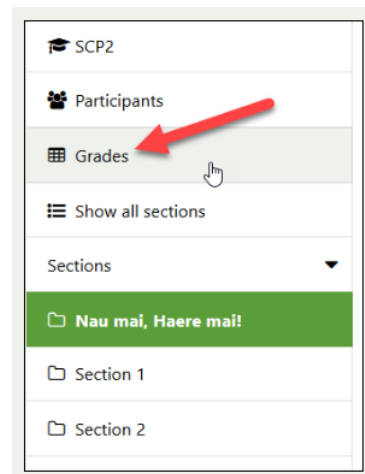
Section 03





What do you need to know after an online exam?

6. How to check your grades?



As soon as an assignment, quiz or other graded activity gets graded (and if your lecturer has made the grades and feedbacks visible to you), you are able to see your own grades and feedback via the Grades section in the course menu. At the beginning of the term, you will not be able to see any results or even graded items. There is also a small number of courses at UC that uses alternative methods of communicating grades to students and they do not return any results via Learn.

Once you get in the Grades section, you will get an overview of all visible marks (note that some marks may be hidden by your lecturer). Click on each activity for more details (including any feedback files attached by your lecturer).



User report - Test Student 1		User report	
Overview report		User report	
Grade item	Grade	Range	Feedback
Sandpit course 2 - Pinelopi			
 Assignment 1	A+ (95.00)	0-100	Well done!
 Assignment 2	-	0-100	
 Test	-	0-10	
 Course total Weighted mean of grades.	A+ (95.00)	0-100	
<p>The grade total displayed in Learn is provisional.</p> <p>The final overall grade for each course will be communicated via transcripts in UC Student Web.</p>			

In the example above, by clicking on the Assignment 1, student 1 can access a feedback file that the lecturer has returned.

Feedback	
Grade	A+ (95.00)
Graded on	Friday, 11 October 2019, 2:49 PM
Graded by	 Pinelopi Zaka
Feedback comments	Well done!
Feedback files	 Some feedback.doc