

Guide for Students:

Exams Using Remote Supervision via Zoom

The University of Canterbury will be using remote supervision via Zoom, to deliver some examinations for distance students.

Getting ready to use Zoom for an exam:

At least one week before an exam, you must check your browser is updated to the latest version. Once downloaded you must ensure your Zoom account is set up using your UC student credentials: <https://www.canterbury.ac.nz/life/it-logins-and-tools/zoom>

You must ensure you are following all the minimum hardware, software and internet standards and **not** have a virtual machine running. A VPN should be fine. The use of a mobile phone or tablet is not permitted. For information on Zoom requirements please see: https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0060748

It is important to conduct a practice zoom session at least a week prior to your exam by setting up and joining a meeting to ensure you understand the process, that you are connected correctly and that your webcam and microphone are working.

It is required for all Zoom supervised exams to have a webcam (these are built into many computers) and a microphone (which are often built into webcams) on during the entirety of the online exam. You will need to buy or borrow a webcam and microphone to sit your test/exam online if you do not have one. We recommend a webcam with 1280×720 resolution and built-in microphone.

If financial assistance is required, please see: <https://www.canterbury.ac.nz/support/financial-assistance/>

How do I prepare my space for exam conditions?

- You will be directed to join the exam meeting 30 to 45 minutes prior to the official start time. This is to ensure your computer/equipment is set up and working properly, and so the pre-exam start checks can be completed. It is essential you join at the time directed, or you may start late and will not be provided additional time.
- Ensure that you have all permitted materials you will require (e.g. ID card, calculator, and authorised exam materials, drink of water or medication) in your workspace before you start.
- Ensure the camera is fixed on the screen so that it gives a clear video of yourself (your face and hands) and that the room has proper lighting.
- Ensure you have a quiet private space with no other people present where you will not be interrupted during the exam. 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.
- Unless your 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 exam. For a 'restricted book exam', your workspace may only have the approved permitted materials.
- Your mobile phone, smart watch or other devices should be turned off or put away. You are not permitted to wear headphones.

What if am registered for Special Arrangements?

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

ADDITIONAL SUPPORT | TROUBLESHOOTING:

During the formal exam periods, the exams are managed by the UC Examinations Office.

If your connection is lost during the exam, you should advise your supervisor as soon as possible through the Zoom chat function. If possible, reboot Zoom and resume your exam. If you are unable to do this, please contact [UC Digital Services](#) in the first instance: or 0800 UC IT HELP (0508 824 843).

Extensions of time can be given if required.

Directly after your exam, you should email the Examinations Office (examinations@canterbury.ac.nz) with a description of what happened.

General Zoom exam process:

- The Zoom meeting room link will be emailed to you at least 48 hours prior to your exam.
- That email will also include the required login time. This is the time you need to join the Zoom meeting (up 45 mins prior depending on the size of the class) for the following set-up process with your Zoom supervisor:
 - show your photo ID to the exam supervisor
 - rotate your camera around the room to show no one else is there with you
 - share your screen and show you only have the allowed programmes/windows open on your computer
 - show any physical permitted materials/calculator to the supervisor to ensure you are only bringing the allowed materials into the exam
- You must keep your camera and microphone on at all times during the exam session.
- If you need to contact the supervisor during the exam, use the Zoom meeting Chat function directly to the supervisor.
- At the start time of the exam you will be directed by your supervisor to open the exam through AKO|LEARN. You must NOT access the exam until directed to by the supervisor.
- The start/finish timing will be monitored by the Zoom supervisor.
- You will use your computer only to view the exam and allowed resources.
- Your final exam timetable email will specify if your exam answers must be handwritten, typed, or if you can choose which option.

For HANDWRITTEN answers:

- You must provide your own blank or lined paper, and hand write your answers on this.
- You will need to show your blank/lined paper to the supervisor during the pre-start checks so it is clear there is nothing written on it in advance.
- At the end of the exam you will be directed to go and get your phone and use it to take photos of your hand-written pages, or use your scanner, and upload those photos to your computer and convert to a PDF. Then the PDF must be uploaded to the AKO|LEARN submission box.

For TYPED answers:

- You should open only a Word or Text document.
- You will need to show your document to the supervisor during the pre-start checks so it is clear there is nothing written on it in advance.
- Save the document in a safe location on your computer prior to starting your exam. Ensure it auto-saves, or you manually save it, regularly during your exam.
- At the end of the exam you will be directed to save and upload your document to the AKO|LEARN submission box.

Other information

- You must remain in the Zoom meeting room the entire time, including during the scan/upload process.
- Once you have uploaded your answers, take a snapshot on your device of the submission box which shows you have fully uploaded and submitted your exam answers. Copy this snapshot into the Zoom chat to the supervisor. Once the supervisor has confirmed you have submitted your exam to AKO|LEARN, you will be able to leave the zoom meeting. Remain in the meeting room until the supervisor has confirmed they have received your submission snapshot.
- If you finish early, please let the supervisor know via the Zoom chat that you have finished and would like to submit early. They will direct you to start the photo/scan/upload process.