Student guidance on technical mitigating circumstances of online examinations

The ONLINE EXAM SYSTEM starting from the academic year 2023/24 allows you a 30-minute window after the official end of the examination to upload submissions. **The exam deadline hereafter in this guidance means the exam window + 30 minutes upload time.**

Further additional time is only allowed and automated for those students with approved reasonable adjustment as recommended by Disability Services.

1. **Key guidelines:**
   a) You should follow the guidelines provided by the Department on the use of the ONLINE EXAM SYSTEM and take the MOCK exam paper in order to understand how the ONLINE EXAM SYSTEM works and what is expected to complete a paper for EC-coded modules.
   b) You should practice using the assessment software such as MS word/excel and / or scanning equipment. e.g.
      https://warwick.ac.uk/fac/sci/statistics/currentstudents/assessment/onlinesubmission
   c) You should look at the exam resources hub for further guidance and information on using ONLINE EXAM SYSTEM.
   d) You should check your work carefully before uploading to the ONLINE EXAM SYSTEM and once you have uploaded your file(s), you should reopen the same file(s) from the examination system to ensure that the correct file(s) are being submitted. You MUST check your files before submission and *declare that this has occurred before allowing final submission.*
   e) The time remaining for an assessment is visible in the assessment page of ONLINE EXAM SYSTEM, if you keep this open during the examination period; time alerts may be added to appear with invigilator announcement alerts.
   f) The purpose of the additional 30 minutes is to allow time to upload the paper after checking it is for the right exam paper. You should use these 30 minutes carefully (accounting for any technical problems that could arise) and organize your exam time efficiently as uploading papers with final checks takes time. Delaying submissions to the end of the 30 minutes is risky and failing to submit the exam on time could lead to a zero mark.
   g) students are expected to start their upload immediately after the examination has finished and that the upload initiation time is logged in data analytics within the systems and available to department.
   h) Once the examination has finished and the files have been uploaded, you should not resave your files on your computer.
   i) You can download a submission receipt from the ONLINE EXAM SYSTEM.
   j) In advance of your exam, if there is an IT issue you should take time-based evidence of any IT issue that may affect the examination as it occurs. This would typically involve the times when the issue(s) started, such as a photograph, screen shot or video of the issue as it occurs (e.g., "no internet connection" showing on a computer screen with a time stamp). It should then also include when the issue(s) were resolved and a narrative of the issue.
   k) **a. If you encounter technical or mitigating circumstances during a module exam, such that you are not able to upload the completed exam paper, then a. You MUST submit a mitigating circumstances application via Tabula WITHIN 15 MINUTES OF THE CLOSING OF AEP, providing detailed clear context of the problem**

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you encountered and specifying exactly which part of the paper you had problems uploading on AEP. This application MUST include relevant <u>evidence on the nature of the problem and include a timestamp from within the window of the exam.</u>

b. You MUST also submit your <u>COMPLETE</u> script (no individual question answers such as a graph, an image, mathematical solution, etc) WITHIN 15 MINUTES OF THE closing of AEP.

      i. For PGT students, a Tabula mitigating circumstances application should be submitted and then the complete script should be submitted to the resource account: <u>economics.pgoffice@warwick.ac.uk].</u>

      ii. Should you submit only part of your exam answers on Tabula/via email but also manage to submit the rest of the paper on AEP, then the Department will take the Tabula/email submission as your final submission and will only mark that.

c. The department will mark an exam paper submitted (via Tabula [UG] or resource account [PGT]) <u>ONLY</u> if an accompanying mitigating circumstances application has been made. Failing to submit the exam on time without a supporting mitigating circumstances application could lead to a zero mark.

l) Supporting evidence for your mitigating circumstances applications **MUST** be submitted with **<u>within 5 working days of the affected exam.</u>** Screenshots or photographs which are provided as evidence **MUST** be time-stamped.

m) A verification statement within the mitigating circumstances portal confirming that you did not use extra time will need to be ticked. Any incorrect declaration will be deemed to be an academic integrity issue. A statement that any documents that you submit may have their time stamp checked for authenticity and to confirm your declaration will also be included.

n) Self-certification and extensions requests for 24-hour take home assessment are not allowed.

2. Eligibility Principles

Mitigating circumstances claims have to meet the following eligibility principles:

a) Circumstances which are deemed to be **within your control** (e.g., uploading an incorrect or blank file, misreading an examination timetable, unreadable scan quality) <u>are not</u> normally eligible for consideration, although there may be exceptions to this. Such exceptions depend on the strength of the claim and the severity of the mitigating circumstances. You should explain in detail the nature of the mitigating circumstances and include relevant evidence.

b) Circumstances which are **not within your control** (e.g., unstable, slow or loss of internet connection, issues with scanning and uploading or problems / delays with logging into the system) <u>are</u> normally eligible for consideration. These problems should be supported by evidence, which shows that they happened within the total exam time, including the 30-minute upload period. Claims that relate to events after the exam time will not be considered.

Please note that students are required to be in the UK during term time. Students are expected to take their exams in the UK not abroad.

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3. Types of Evidence

- You must provide a chronological context and explanation of the issues as part of your mitigation claim. You should be able to describe how you have used the 30-minutes upload / download time with a plausible timeline.
- In addition, you can request the following evidence from IT services:
  (i) To provide direct evidence for internet connectivity issues including loss of connection:
    a) The time the assessment was started and finished.
    b) Network Activity.
  (ii) To provide evidence of the attempt to upload documents:
    a) Upload attempts (with times) and
    b) Cancelled uploads with time.
- In many cases you may also be able to provide time-based evidence, such as a photograph, screenshot, or video of the issue.

The table below includes examples of evidence that could be provided in addition to a general narrative of the issue. Note this is not an exhaustive list.

Loss of internet connection	Detailed timeline and description of events and screen shot of internet connection error message or IT Network Activity report.
Slow internet connection	Detailed timeline and description of events and internet speed test screen shot (taken within 1 day of event) OR departmental record of logging concerns relating to internet speed.
Examination submission system issues e.g., unable to accept file type or size, other file upload error, incorrect link or other information provided	Detailed timeline and description of events and screen shot of file upload error message or IT upload data report.
Failure of computer or scanning equipment	Detailed timeline and description of events and screenshot, photograph or detailed description of equipment and when it was last known to be working.
Building related incidents (power cut, fire alarm, flood)	Detailed timeline and description of events and photograph of event taken at the time e.g. being outside the building due to a fire alarm, building works having caused a flood etc.
Access issues to ONLINE EXAM SYSTEM or examination delivery system	Detailed timeline and description of events and copy of emails or ONLINE EXAM SYSTEM queries from the time of the examination showing steps taken to resolve issues.

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