

Student guidance on technical mitigating circumstances of online examinations

The AEP allows you a 45-minute window after the official end of the examination to upload submissions.

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 AEP system and take the MOCK exam paper in order to understand how the AEP system works and what is expected to complete a paper for EC-coded modules.
- b) You should practise 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 AEP:
<https://warwick.ac.uk/fac/soc/economics/current/shared/exam-resources/>
- d) You should check your work carefully before uploading to the AEP 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 AEP, 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 45 minutes is to allow time to upload the paper after checking it is for the right exam paper. You should use these 45 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 45 minutes is risky and failing to submit the exam on time could lead to a zero mark.
- g) Once the examination has finished and the files have been uploaded, you should not resave your files on your computer.
- h) You can download a submission receipt from the AEP.
- i) 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.
- j) If you encounter technical or mitigating circumstances during an exam, such that you are not able to upload the completed exam within the exam time, then you should still upload to the AEP, if the AEP remains open. You should also submit mitigating circumstances via Tabula, providing information about the issue and including relevant evidence.
- k) If you encounter technical or mitigating circumstances during an exam, such that you are not able to submit your paper on the AEP, then all examination files should be submitted via Tabula mitigating circumstances portal immediately.
- l) Submissions via mitigating circumstances can only be accepted if they are time stamped in the mitigating circumstances portal as soon as possible after the deadline. You should

provide your evidence within 5 working days of the affected exam. 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.

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) are not 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) are normally eligible for consideration. These problems should be supported by evidence, which shows that they happened within the total exam time, including the 45-minute upload period. Claims that relate to events after the exam time will not be considered.

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 45-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 AEP or examination delivery system	Detailed timeline and description of events and copy of emails or AEP queries from the time of the examination showing steps taken to resolve issues.