**MSc student guidance on technical mitigating circumstances of online examinations
2023/24**

The ONLINE EXAM SYSTEM allows you a 30-minute window after the official end of the examination to upload images and submit your work. **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 we strongly recommend you 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 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 and the ONLINE EXAM SYSTEM user guide: https://warwick.ac.uk/services/academicoffice/modules_marks_assessments/students/was_guidance/multiple_question_type/
d) You should check your work carefully before submitting to the ONLINE EXAM SYSTEM.
e) The time remaining for an assessment is visible in the assessment page of ONLINE EXAM SYSTEM; 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 your images. You should use these 30 minutes carefully (accounting for any technical problems that could arise) and organize your exam time efficiently as submitting 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) If you have not submitted your work by the end of the exam, then the ONLINE EXAM SYSTEM will **submit it for you automatically**.
h) If you have no internet connection when the exam finishes, please leave the ONLINE EXAM SYSTEM browser open and it will submit automatically once your connection is reinstated (you will not be able to amend your work during this period).
i) In advance of your exam, you should be ready to 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 finish your paper on the ONLINE EXAM SYSTEM, then:
   (a) inform us **before the end of the exam** by emailing our resource account (economics.pgoffice@warwick.ac.uk). The Postgraduate Office will extend your deadline by 15 minutes to allow you to complete your work. Students who contact the Postgraduate Office after an exam has finished will not be granted an extension.
   (b) submit a mitigating circumstances application via Tabula, providing a detailed clear context of the problem you encountered and specifying exactly which part of the paper you have problems completing. **This application MUST include relevant evidence on the nature of the problem and include a timestamp from within the window of the exam.**

(c) the Department will only mark a late exam paper if an accompanying mitigating circumstances application has been made and is successful. **Late exam papers will receive a mark of zero, and you will have to resit the module in September for a capped mark of 50, unless your claim for mitigating circumstances is accepted.**

(k) Supporting evidence for your mitigating circumstances applications **MUST** be submitted **within 5 working days of the affected exam.** Screenshots or photographs which are provided as evidence **MUST** be time-stamped.

l) 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 image 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 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.

3. Types of Evidence

(a) 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 window with a plausible timeline.

(b) 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.
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 submit, unable to insert image files	Detailed timeline and description of events and screen shot of file upload error message.
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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