**[This is a template you can edit to compose an email to send to students
see the accompanying staff guidance for further details]**

# Information for students about the examination

[*N.B. Edit all highlighted sections before sending*]

 **Unit code** Unit title

How to navigate to the examination:
[*Edit the following according your set up*:]

Click on the Examinations menu item within the course unit.

OR

Visit the Examination folder on the unit home page.

[*We recommend that you make the following general examination information available well in advance to allow the student sufficient time to familiarise themselves with what to do*]

**Examination Date / Time:** [*insert dates and times*]

**Duration:** [*insert duration of the examination*] (DASS-supported candidates will have extra time automatically added)

**Format:** [*e.g. Remote Online examination delivered through Blackboard /PC cluster examination*]

**Type:** [*e.g.**Closed book Multiple Choice Questions (MCQ), Open book short answer questions*]

**Calculators allowed?** [*Yes/No*]

## Preparation tips and advice for students – before the examination

You are advised to carry out the following checks and preparations well in advance of the examination.

**Make sure that you:**

* Know your University username and password plenty of time before the examination – if unsure, visit: <https://iam.manchester.ac.uk/>
* Know how to access Blackboard: <https://online.manchester.ac.uk/> and navigate to your course. The examination area may be available in advance, but the examination itself will be made available at the start time, on the day of the examination.
* Check where within your Blackboard course your examination will be located. This may be different for each examination.
* Arrange to take the examination in a quiet and comfortable place – somewhere you will be alone and undisturbed – if you think it will be difficult to sit this examination at home try to find a suitable alternative.
* Have use of a desktop or laptop computer with a good internet connection. If possible, use an ethernet (cable) connection rather than wifi. We do not recommend the use of mobile or tablet devices when taking examinations, however if there is no alternative, please make sure you use a browser and not a Blackboard app. Connect to the University VPN if you are off campus to ensure you can access all documents: <https://www.itservices.manchester.ac.uk/ourservices/popular/vpn/>
* Are using an up-to-date version of the Chrome or Firefox browser.
If in doubt, see Blackboard’s Browser Support page: <https://help.blackboard.com/Collaborate/Ultra/Moderator/Get_Started/Browser_Support>There is also a browser checker here: <https://help.blackboard.com/Learn/Student/Getting_Started/Browser_Support/Browser_Checker>
* Read all instructions carefully before starting the test.

## Preparation tips and advice for students – what to expect on the day of the examination

Prior to the examination start time navigate to the examination area and click into the examination folder to find a link to the examination paper.  Carefully read the examination instructions.

If the Examination folder is not visible at the examination start time, you may need to refresh the browser page.  If the folder still doesn’t appear you may need to log out of Blackboard and close down your browser.  When you re-open the browser and log back into Blackboard the examination folder should then be visible.

[*Timed or open-book: Edit the following according your set up:]*

Your assessment will be a timed Blackboard test. You must start your examination at the start time indicated at the top of this [email/document]. The start time, duration and end time will be strictly adhered to and you must submit by the deadline. (DASS-supported candidates will have extra time automatically added)

OR

Your examination will be a Blackboard test. You have been given a [24/48 hour] window in which to complete it. It is [recommended/essential] that you plan to complete the examination in one sitting. You may start the examination at any point within the [24/48 hour] window – but you must allow enough time to ensure you are able to submit before the deadline. (DASS-supported candidates will have extra time automatically added)

The test will not start until you click ‘Begin’. There [will/will not] be a countdown timer. Please note: a countdown timer will continue to count down after you start the examination, even if you exit part-way through.

[*Questions all at once or one at a time: Edit the following according your set up:]*

All of the questions will appear in one page and you can answer them in any order. Answers are saved automatically every few seconds, however, you may click the "Save Answer" button if you wish to do so.  During the examination, please ensure that a green tick is appearing next to each question after you have answered it. When an answer is saved, you will be able to go back and change your answer if you wish and replace it with your new answer.

OR

[*Depending on whether backtracking is enabled*]

The examination questions will appear one at a time. You [will/will not] be permitted to move back and forward between questions. You [will/will not] be able to go back and change your answer or answer a question after you have moved on to another question. The answers will be saved automatically every few seconds.  However, you may click on the "Save Answer" button if you wish to do so.

[*You may need to add further instructions if negative marking is used*]

[I*f auto-submit is used*]

Your blackboard test is timed and the assessment will automatically submit when the time runs out. You can submit early if you wish, but you will not be able to re-enter the assessment.

[*N.B. We do not advise using force-completion*]

**PLEASE DO NOT select Save and Submit until ready to do so as you will not be able to re-enter the examination**

## Support for students on the day of the examination

[*You have a choice of student support arrangements that can be made available for the duration of the examination, during office hours, on weekdays. Please select the appropriate support option, below.]****[IMPORTANT****: Before notifying students about support arrangements you must first request this support from the eLearning team and ensure you have received confirmation of support.****Request student support*** *- ways to contact us: https://elearning.bmh.manchester.ac.uk/]*

You can access support in the event of technical problems during your examination:

[*Delete as appropriate* ***after*** *having made arrangements with the eLearning team*:]

The examination will have support through invigilators and eLearning support staff, in the PC cluster.

OR

Technical problems must be submitted via the ‘Incident report form’ link in the Examinations folder in the Blackboard course
*[The link to the form is here – you can add it yourself or request that the eLearning team do so [https://web.formsquared.com/s/f/nWKMvpBozgUZXl8ZQDpoUV97kvP](https://web.formsquared.com/s/f/nWKMvpBozgUZXl8ZQDpoUV97kvP%22%20%5Co%20%22https%3A//web.formsquared.com/s/f/nwkmvpbozguzxl8zqdpouv97kvp%22%20%5Ct%20%22_blank)]*

OR

A zoom drop-in session will be available [*insert availability times and obtain a Zoom link from the eLearning Team*]

The unit coordinator/student support office can be contacted [*insert times and contact details, also details of which types of queries, e.g., academic content of the examination, but not technical problems*]

OR

Live chat with the eLearning team [use this link [https://eu.libraryh3lp.com/chat/contact@chat.eu.libraryh3lp.com?skin=15406](https://eu.libraryh3lp.com/chat/contact%40chat.eu.libraryh3lp.com?skin=15406)]

AND

Outside office hours you can access technical support through the IT Services helpdesk Via the Support Portal or by phone: https://www.itservices.manchester.ac.uk/help/

## Troubleshooting FAQs

**Why can’t I see my online examination?**

The examination itself is set to appear at the published start time. If the Examination folder or link does not appear at that time, you may need to refresh the browser page.  If the folder or link then still doesn’t appear you may need to log out of Blackboard and close down your browser.  When you re-open the browser and log back into Blackboard the examination folder should then be visible.

**What do I do if I lose my internet connection?**

If you briefly lose connection you can re-join the examination where you left off as long as there is time remaining. The answers that had a green tick next to them will have been saved.  Please be aware that if the examination has a timer, it will continue counting down whilst you are disconnected from the examination, therefore it is very important that you make sure of having a reliable internet connection.

If on the day you find you have no internet connection, take screenshots or photos of the whole screen to submit as evidence.

**What if I accidentally leave the examination page?**

If you accidentally leave the examination page during the exam for any reason, your answers will be saved, and you can re-join the examination where you left off.  Please be aware that if the examination has a timer, it will continue to count down whilst you are disconnected from the examination.

**I have accidentally clicked save and submit but still have some questions unanswered**

It is important NOT to click Save and Submit until ready to do so as you will not be able to re-enter the examination. If this happens, contact the eLearning team straight away and provided there is sufficient time remaining we will try to help.

**What do I do if I experience some sort of technical failure?**

If you have any technical problem that prevents you from doing the examination, contact the eLearning team straight away (see Support for Students, above).

You could also try the following steps to resolve the problem:

* + Close your browser and restart it
	+ Try using a different browser (e.g. Chrome or Firefox)
	+ Restart your computer
	+ Restart your internet router
* If you experience any errors during an examination, make sure you screenshot or photograph the **whole screen**, clearly showing the error messages, and save these as evidence.
* In the case of a network outage, screenshot or photograph any messages sent to you by your internet provider
* Keep trying, e.g. using different browsers, different computers where possible
* If your internet connection is lost and you wish to verify the time of the incident you can contact IT Services Helpdesk to log a ticket 24 hours a day, 7 days a week on 0161 306 5544. Immediately your internet connection is restored we advise that you contact the eLearning team and your programme administrator or student support office [*You may also wish to provide School-based contact details*.]

In case you need to claim mitigating circumstances you will need to collect evidence.

This might include:

* Screenshots of network or hardware error messages or faults at the point of submission
* Correspondence from your internet service provider confirming network issues

For personal reasons:
* Communications from a school or care facility confirming that they are closed or the person you care for is unable to attend (including relevant dates)

See the Student Support pages for further advice relating to Mitigating Circumstances https://www.studentsupport.manchester.ac.uk/study-support/mitigating-circumstances/

Useful links:

IT Services Service Availability status information: <http://www.itservices.manchester.ac.uk/>



Service availability dashboard

IT Services on Twitter: <https://twitter.com/UoM_ITS>

 **How can I tell whether my Blackboard test has been submitted successfully?**
Navigate back to the exam and click ‘Begin’. Though this feels counter-intuitive, if your examination has already been submitted successfully you should be able to see the time and date of your submission.

N.B this option will only be available for the duration of the examination window as the examination area may subsequently be hidden.

[*You may wish to make use of the following declaration*]

**University & Professional Conduct**

**In the absence of invigilation due to the online nature of the examination we are still asking you to follow normal examination regulations.**

**We remind you that if you do not follow these regulations you are committing University and Professional misconduct. By proceeding with the online examination, you will be agreeing to the following declaration:**

**As a University of Manchester student, in the context of this examination I agree to the following statements:** *[Edit above or below as appropriate]*

|  |  |
| --- | --- |
| ☑ | I must behave in a professional manner. |
| ☑ | I must act with honesty and integrity in this examination or assessment. |
| ☑ | I must complete this examination or assessment on my own, without the assistance of any other person. |
| ☑ | I must not engage in academic malpractice of any kind during this examination or assessment (i.e. engage in any activity, intentional or otherwise, that is likely to undermine the integrity essential to this examination or assessment). |
| ☑ | I must not engage in cheating in this examination or assessment. |
| ☑ | I must not engage in collusion in this examination or assessment (i.e. sharing a piece of work or using a shared piece of work in order to gain a mark that I am not entitled to), including discussing any part of the examination or assessment verbally or electronically with others. |
| ☑ | I must not provide or accept any other unauthorised assistance, of any kind or from anyone, during this examination or assessment. |