



BRIDGING EXEMPTION TEST ONLINE EXAMINATION: STANDARD OF PROCEDURE (SOP) & GUIDELINES

DURING COVID-19 PANDEMIC

The guidelines should be read in conjunction with University/Faculty/School policies and procedures, UTM Academic Regulations as well as relevant circulars issued during the COVID-19 pandemic by UTM managements as well as the Government of Malaysia.

Updated on 5th September 2021

ONLINE FINAL EXAMINATION GUIDELINES DURING COVID-19 PANDEMIC

The purpose of the Online Final Examination Guidelines is to assist academic staff and all related stakeholders in conducting online final examination during COVID-19 Pandemic. It details out the guidelines to carry out online final examination for the Undergraduate programmes in the School of Professional and Continuing Studies (SPACE). Students are required to adhere to these guidelines and instructions issued.

The guideline explain the format of exam:

- i. Synchronous Online Examination with manual online invigilation (**Google Meet**) – *for short answer / essay types of question.*

The duration of the final examination will be divided into different parts. For example:

- **MATHEMATICS**
 - Divided into two parts.
 - First part - 1 hour 15 minutes to answer the exam question.
 - 20 minutes break and student must submit interim answer.
 - Second part – 1 hour 15 minutes to answer the exam question.

The procedure stated above is prepared to minimize any possibilities of cheating in the examination session. Lecturers were provided with training to create exam questions that does not allow students to cheat. Below is the detail justification for the stated procedure:

1. **Googleclassroom** is a platform built for online teaching and learning.
2. Using **Google Meet** for manual online invigilation ensure that students are always monitored throughout the session. Manually invigilating students will decrease chances of plagiarizing and cheating in the exam session.

SYNCHRONOUS ONLINE EXAMINATION WITH MANUAL ONLINE INVIGILATION

Where exam time is set (e.g.: 2 hours 30 minutes), students answer questions in online system using the same traditional exam questions (that is not project-based, problem based or any other alternative assessment methods) but they must turn on video conferencing such as Webex/Zoom/Google Meet throughout the whole online exam session. Lecturers monitor them through video conferencing). The suitability of this online exam is as follows:

- i. Students have good internet connection and stable connectivity.
- i. Students are aware about the cost of live video conferencing.
- ii. Students have at least a laptop/desktop with camera.
- iii. Students can find a spot with good and continuous electricity supply during exam.
- iv. Exam is closed book.

The suggested step-by-step process is as follows:

1. Before the Exam

- i. Head of Department upload all questions unto Googleclassroom.
- ii. Set exam time and date.
- iii. For exam that requires longer than 1.5 hours (e.g.: Up to 3 hours): Divide the exam session into 2/more separate online exam sessions. For example: Question 1 to 3 must be answered for 1.5 hours on Day 1. Question 4 to 6 must be answered for 1 hour on the same day.
- iv. Set live conferencing platform for online invigilation using Webex/Zoom/Google Meet.
- vii. Head of Department to carry out **briefing session** to students/lecturers about the exam process (read/share Online Exam Rules and Regulation with students).
- viii. **Set a platform for students to communicate with lecturer during exam** (e. g.: create Whatsapp Group for Online Exam Q&A).

2. During the Exam

- i. Take and monitor students' attendance. Student must show their front page of the passport when asked by the invigilators.
- ii. Ask students to login to the set live video conferencing platform (e.g.: Facebook Live, Webex, Zoom etc), place their web cam where lecturers/invigilators can see them, show their video (no frozen image is allowed).
- iii. Lecturers record the session.
- iv. Lecturers make sure students start the exam in front of computers.
- v. Lecturers invigilate students through the live video conferencing platform during online exam.
- vi. Be **alert and be reachable** to students during the **entire exam session** via the set communication platform (Whatsapp, Messages, Telegram, or any other online platform).

3. After the Exam

- i. Check whether all students have submitted their completed answer sheets on Googleclassroom.
- ii. Remind students to submit the correct files or completed answer scripts. No appeal will be entertained if incorrect files or incomplete answer scripts submitted after the exam.

TECHNICAL ISSUES:

1. If student could not download the examination question paper from Googleclassroom or have difficulties to upload completed answer sheets to Googleclassroom, alternatives platform could be used such as Whatsapp, Telegram, or Email.
2. If students have connectivity issues to on video throughout the exam session, they are required to record a time-lapse / hyper-lapse video using their smartphone to record the entire session. The recordings should be uploaded onto google drive and shared with the lecturer within 24 hours after the exam ends.
3. For certain paper, lecturer can also ask student to answer essay questions in Microsoft word and submit unto Googleclassroom (for question with graphs, student can draw graph – take picture – scan - and submit graph separately).
4. For student experiencing an internet connection problem, invigilators will:
 - take note of the problems experienced by the student.
 - highlight the problem to Head of Department / Head of Programme.
 - reschedule different time for the examination with a different set of question paper.
5. In case of emergency problem with laptop/computer/smartphone, student have to fill and submit the Extenuating Circumstances Form (ECF) and submit to respective lecturer 30 minutes after the exam time (**APPENDIX 2**).

APPENDIX 1: SYNCHRONOUS ONLINE FINAL EXAMINATION WITH MANUAL ONLINE INVIGILATION THROUGH GOOGLE MEET GENERAL GUIDELINES

1. Synchronous Online Examination

- a. This examination is conducted online. Students need to be online throughout the exam session.

2. Exam Duration

- a. The duration for synchronous online final examination with online invigilation through google meet are divided to at least 2 parts.
 - i. 30 minutes before the exam time – student download password protected question paper from Googleclassroom.
 - ii. 1 hour 15 minutes student answer the first part of the question. Student must on their camera throughout the exam.
 - iii. 20 minutes break - student must upload their interim answer to Googleclassroom within these 20 minutes.
 - iv. 1 hour 15 minutes student answer the second part of the question. Student must on their camera throughout the second part of the exam.
 - v. Additional 10 minutes provided for students to submit their answer to Googleclassroom.

3. Required Facilities/Stationeries

- a. The answer booklet must be an A4 size foolscap paper (or other papers with the consent from respective lecturers).
- b. Desktop/Laptop/smartphones/other devices and internet access to be online throughout the exam session.
- c. Stationeries
- d. Scientific Calculator
- e. Books, lecture notes, acts/standards and other relevant notes related to the respective courses for reference **are not allowed. It is not an open-book exam.**

4. Answer Booklet

- a. **Name, matric number, course name, and exam question section** must be written in the upper left corner of the **first page** of student answer sheet.
- b. Each answer sheet must be written with the **page number** at the bottom right corner, and signature at the top right corner.
- c. The answer must be **handwritten**. Handwriting must be neat and clear (every single letter must be readable).

5. Question Paper Download

- a. Students will receive the question paper via Googleclassroom/Email/Whatsapp once the examination time begins (e.g.: *for examination starting at 8:00 am, students will be able to download the examination question papers at 7:30 am*).
- b. Students to notify lecturer once download completed and lecturer will note students' attendance.
- c. Lecturers will give exam papers password at the time of examination via chatroom.
- d. Students are required to ensure that the course code of the question paper received is correct and that the question booklet is complete.

6. Submission of Completed Answer Booklet

- a. Students are required to submit interim answer to their lecturers through Googleclassroom / Email / Whatsapp or any other relevant online platform after the first 1.5 hours of the exam session.
- b. Students are required to submit completed answer booklet (including the interim answer) to their lecturers through Googleclassroom/Email/Whatsapp or any other relevant online platform **within the additional 30 minutes provided** after the exam ends.
- c. Answer booklet submitted should be in PDF files (or other files agreed by the respective lecturers) and should be named as follow: *name_matric number*.
for example: ahmad_FP1912345
- d. Details on how to convert an answer booklet into a PDF file are described in the **Manual: How to Install and Use a Scanner on a Smartphone**. However, students may use any other scanner applications. List of mobile scanner applications for iOS and Android can be found at <https://pdf.wondershare.com/mobile-app/free-pdf-scanner-app.html>
- e. **Course name** should be written as the subject of the email if student submit their answer through email.
- f. Only **one-time** submission is accepted.
- g. Students are required to keep the completed answer booklets/sheets and the PDF files until the results are announced.

7. Disclaimer

Synchronous online examination with manual online invigilation is a task that must be taken completely individual. Showing it or discussing it with anyone else is strictly prohibited. Students who are found to be cheating, copying or plagiarizing in the examination will be awarded zero (0) marks and disciplinary action will be taken as described in the Universiti Teknologi Malaysia Academic Rules and Regulations Article.

If there are any enquiries, students may ask their respective lecturers/invigilators.

APPENDIX 2: EXTENUATING CIRCUMSTANCES FORM

EXTENUATING CIRCUMSTANCE FORM (ECF)

In the event of failure to adhere to the online final examination guidelines, undergraduate students are to submit this form at least in 30 minutes after the exam starts.

Students should submit an ECF if their laptop/computer/smartphone are having problems outside of their control will negatively affect their online final examination session.

The completed form is to be submitted to respective lecturer at least 30 minutes after the exam starts. Upon approval from respective lecturer, students will be given different arrangement for the final examination.

1. PERSONAL DETAILS			
Name		Course Name	
Email		Examination Date	
Programme	Bridging	Session	20212022-1

2. THE EXTENUATING CIRCUMSTANCES
Please explain what happened to you and when.

3. HOW THE EXTENUATING CIRCUMSTANCES AFFECTED YOUR ONLINE EXAMS
Explain in detail the effect of your extenuating circumstances towards the online final examination procedures.

4. SUPPORTING EVIDENCE

It is the student's responsibility to submit evidence to support your claim **as soon as possible** to avoid delays in decision-making. Evidence is normally expected to be submitted **no later than 24 hours** after the respective exam time starts.

It is important that the evidence supplied covers the dates of the exam and relevant to the extenuating circumstances described.

- Repairing receipt of laptop/computer/smartphone
- Picture of your faulty computer/laptop/smartphone
- Screenshot of your internet connection stability test online (e.g.: using <http://startrinity.com/InternetQuality/ContinuousBandwidthTester.aspx> or <https://ping.canbeuseful.com/en> or any other online free tools).
- Others

5. STUDENT CONSENT

The information which I have provided regarding my extenuating circumstances is correct and complete to the best of my knowledge, I give my consent for this information to be disclosed to the relevant examiners and officers of the University who are responsible for processing and considering my case.

Note that fraudulent claims for extenuating circumstances are taken extremely seriously by the University and could result in your removal from the University.

Signature of Student:

Date:

Name:

FOR OFFICE USE ONLY

6. LECTURER'S CONSENT

Please indicate the outcome of the ECF.

Approved

Not approved

Please indicate action to be taken.

Student will have the final examination
offline & submission using safe assign.

Re-arrangement of class test date.

Calculation of course mark by other means.

Alternative assessment set.

Signature of Lecturer:

Date:

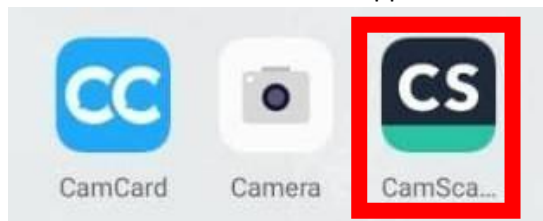
Name:

APPENDIX 3: MANUAL – HOW TO INSTALL AND USE A SCANNER ON SMARTPHONE

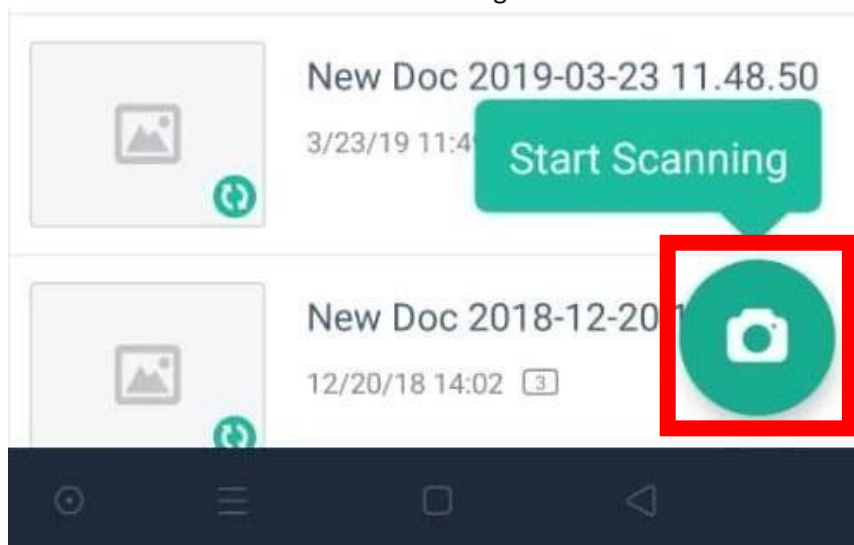
1. Search for the CamScanner application in *Playstore/Apps* store and *install*.



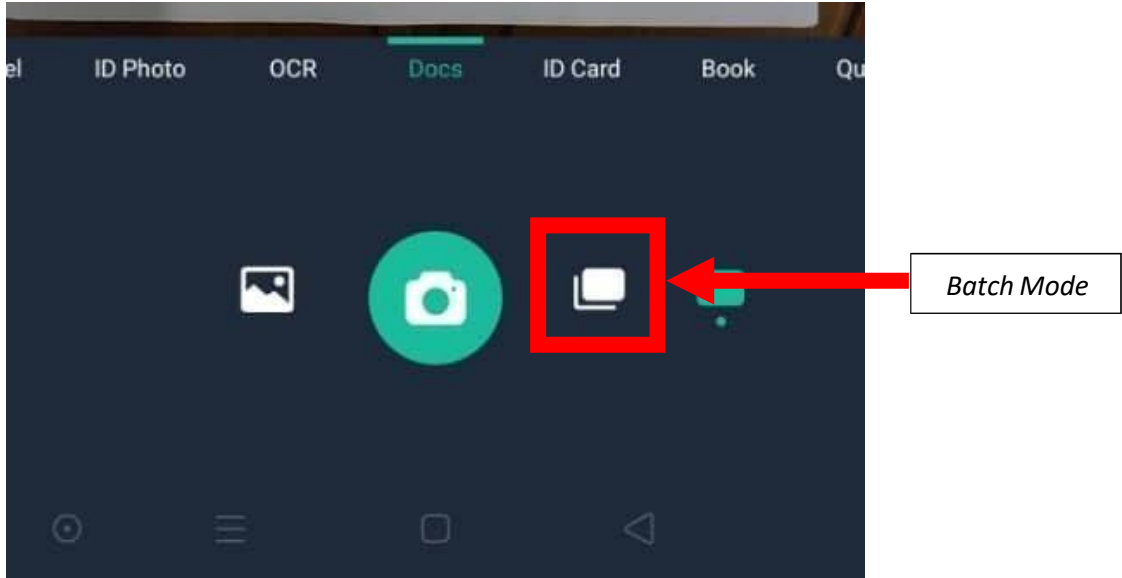
2. Double click the *CamScanner* apps icon.



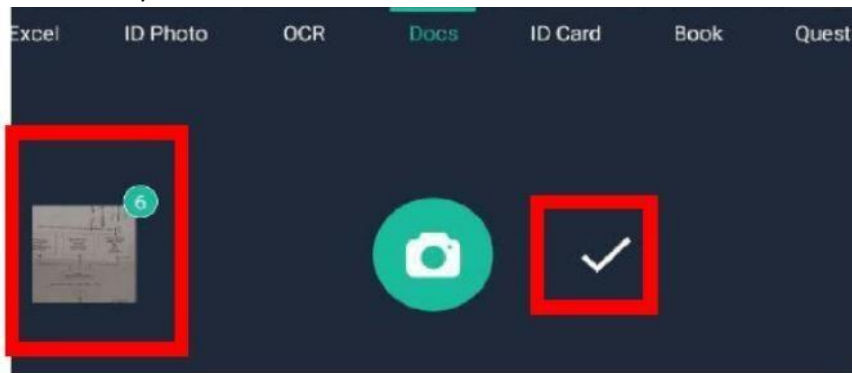
3. Click on the camera icon in the bottom right.



4. Select the answer sheet you want to scan, click the camera icon, and then click Batch Mode.



5. Click the camera icon until all the answer sheets (in order of the pages) you want to scan have appeared. The examples below are 6 pages of answer sheets that are ready to be scanned. Then click the v symbol.



Note:

Make sure students scan the answer sheets clearly, easy to read, full pages, neat and clear.

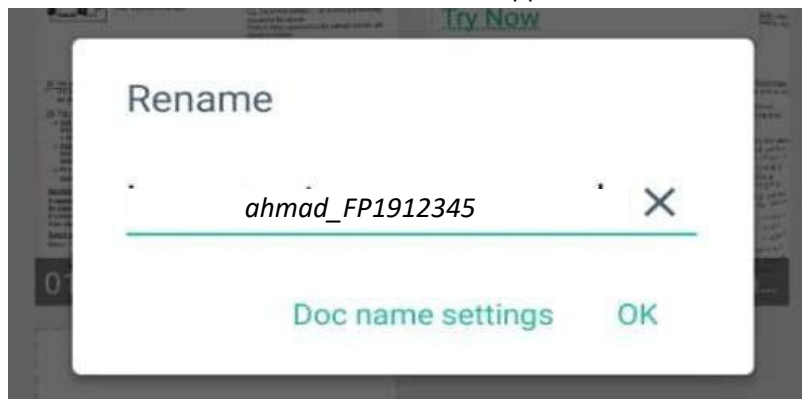
6. The answer booklet has been converted to PDF. Click on the 3 straight buttons on the top right.



7. Choose Rename and click.



8. Name the following file with **noic / passport_sec_coursecode**. Then press OK. This PDF file can also be shared via email or Whatsapp.



9. Students can refer to the following video

<https://www.youtube.com/watch?v=EPM-B8uH6Xo&feature=youtu.be>

Appendix 4: Frequently Asked Questions

1. Students caught cheating during online examination.

Students will be penalized as stated in Terms and Conditions and can apply the needed measures.

2. Students have technical issues during online exam

If invigilators were informed immediately, invigilators have to give students up to 20 minutes extra time to continue online exam (regardless of frequency being disconnected). Students required to fill **EXTENUATING CIRCUMSTANCES FORM** if the problem persists and the exam will be rescheduled if possible.

3. Students took longer time to submit answer than the allocated time (extra 20 minutes).

If students took longer than the given buffer time to submit their answer and did not inform lecturer within the given 10-20 minutes, lecturer can assume that students' problem is not genuine. Lecturer has the right to not accept students' late answer submission.

4. Students cannot upload answer scripts because the file is too big.

Ask students to send via email/Google Drive and the worst case scenario send photos through WhatsApp.

5. Student says they missed a page in uploading their answer script

If students inform lecturer within the given 10-20 minutes extra time, students could be allowed to resubmit their answers. However, if this issue arises after 10-20 minutes extra time has ended, lecturer has the right to not accept students' resubmission. It has been clearly informed to students in Online Examination Rules and Regulations.

6. Student was disconnected during online exam and cannot resume.

It is students' own responsibilities and are already agreed when signed up for BET. If possible, the Test can be rescheduled. If not, students have to forfeit and ask for refund.

7. Student was disconnected during online exam but can resume after some time.

Student can resume/drop online exam but no extra time should be offered because students are aware that they have to have good internet connection for online exam.

8. Students lost some time after being disconnected.

Student can choose to resume/drop online exam but no extra time should be offered because students are aware that they have to have good internet connection for online exam.

9. Student receives time-out / network error prompt when tried to resume online exam session.

Student can choose to resume/drop online exam but no extra time should be offered because students are aware that they have to have good internet connection for online exam.

10. Online exam runs but live video conferencing stops during manual online invigilation using Webex/Zoom/Google Meet.

Student is advised to leave the exam and take examination at later scheduled date.

11. Students wanted to go for toilet breaks during online exam.

No toilet breaks are allowed for online exam that lasts less than 90 minutes unless students can provide evidence of health-related issues for toilet breaks. For these students, no extra time will be given due to toilet breaks. However, after interim submission there will be 10 minutes break, before the second part commenced. Students can use the break time to use the bathroom.

12. Students cannot sit for online final exam because insufficient infrastructure (such as no internet connection etc)

As agreed upon registration, it is students' own responsibilities to ensure the equipment and internet connection work fine. But if it is suddenly happen before the exam, students have to fill **EXTENUATING CIRCUMSTANCES FORM**, and rescheduled the exam if it is possible.

Appendix 5: Online Examination Rules and Regulations

General Online Final Examination Rules

1. Student must carefully listen and follow instructions provided by examiner.
2. Student is allowed to start examination only after confirmation of examiner if all needed conditions are implemented.
3. During all examination session student has to keep his camera and sound on (except for no online invigilation and no online proctoring exam).
4. During all examination session student has to ensure, that he is alone in the room.
5. During all examination sessions, students must turn-off all personnel devices which can disturb the virtual examination unless it is used to communicate with lecturers for online exam purposes and has to be placed at location that can be seen by invigilators/lecturers at all times.
6. During all examination session student is not allowed to use any other devices, applications, except UTM e-learning, Googleclassroom, Webex or other sites permitted by course lecturer.
7. After completing the exam student must inform examiner via personal message via the set communication platform (eg. Whatsapp etc) about completion of exam and after examiner's confirmation leave examination session.
8. Thirty minutes (30 minutes) extra will be added to each final exam session scheduled to the student group, to ensure that student will have enough time in case of synchronization or any other external issues. This extra time will not be included in examination time.
9. Any technical issues in submitting answers online have to be informed to respective lecturer within the given 30 minutes. Request for re-examination or appeal will not be entertain if complains are not made by students to their lecturers within the given 30 minutes.
10. At any circumstances student is not allowed to disturb other participants of examination session.
11. Students are not allowed for toilet breaks during online examination (except for for no online invigilation and no online proctoring exam) for examination duration up to 90 minutes.
12. During virtual examination, the integrity and honesty of the student is also tested. At any circumstances student is not allowed to cheat during examination session. If any kind of cheating behavior is observed, UTM have a right to follow related terms and provisions stated in the respective Academic Regulations and apply needed measures.
13. Proctoring, invigilation and preventing cheating measures are in place for all online examination hence students are advised to maintain integrity and honesty during online exam.
14. Each student must confirm that he/she has read and understand and is familiar with the guidelines procedures, conditions and rules of virtual examination via: Student Portal for Bridging Programme. In case of the School/Faculty did not receive the student's confirmation, he/she will not be allowed to take the virtual examination.
15. Strict compliance to the rules set out above are mandatory and any non-compliance shall not be tolerated. Severe sanction and punishment will be imposed and meted out to students found violating the online exam rules and regulations.

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