ONLY STUDENTS WHO ARE REGISTERED AS OVERSEAS STUDENTS AS WELL AS THOSE WHO HAVE APPLIED, RECEIVED APPROVAL AND MADE THE REQUIRED PAYMENT OF US$45 ARE ALLOWED TO SIT EXAM ONLINE.

Below you will find answers to some of the most commonly asked questions relating to the proctoring of timed examinations.

It is highly recommended that you complete the steps below ahead of the start of timed examinations.

1. Read FAQs
2. Read the documents and watch the videos in ULearn Proctor Folder in the Students Resource Centre on Moodle
3. Install ULearn on your laptop or desktop (refer to Q38)
4. Activate ULearn in Moodle
5. Participate in ULearn check in classes, guided by your Lecturer/Online Representative

1. **Help Desk Support-** Who do I contact if I have a question about the exam paper?
   a. Lecturers/assigned support will be available through Live Chat to interact with students. The Live Chat option is available on the lower left corner of your screen during the examination.

2. **Browser-** What browser(s) should I use to access ULearn
   a. ULearn is only accessible through the Chrome browser. If you do not have Google Chrome, click here to download: https://www.google.com/chrome/

3. **Student Email Address-** Am I able to use my student email account to download and install ULearn?
   a. Yes. Students' email accounts should be used to install and activate ULearn. Please follow the steps in the link below to install the ULearn extension: https://chrome.google.com/webstore/detail/ulearn-online-proctoring/dhldhkijljcokgnbimipkockigbjogoi?hl=en

4. **Practice with ULearn**- I have never been proctored before. How can I get familiar with the platform and how to sit an exam?
   a. The ULearn Proctor Folder in the Students Resource Centre on Moodle has material (documents, videos and a practice test paper) to guide through all the steps from installing ULearn to uploading of the exam paper. A demo exam paper is available for practice.
   b. NB: Click on "**ULearn Proctor Tool**" to register for the exam. Once that is done, click "**Mark as done**" to access the quiz

5. **Logging In-** Will I be able to access ULearn to complete the voice and facial recognition test before the scheduled start time of the exam?
    a. Students are expected to be logged into the browser and be accredited by ULearn at **latest 15 minutes before** the scheduled start of the exam

6. **Upload Exam-** I usually have difficulty uploading my paper after the exam. Will additional time be provided for uploading?
    a. Yes. An additional 30 minutes will be provided for all proctored exams for uploading papers.
    b. **Please note carefully**
7. No additional work is allowed on the test paper during this time.
8. **No submissions** will be accepted after the 30 minutes have lapsed.
9. Papers saved after the 2-1/2 hours – Undergrad students and 3-1/2 Graduate students, will not be marked.
10. Students having challenges should call the Online Department during the 30 minutes. *(No email should be sent to this account prior to the scheduled exam period).*
11. Follow the instructions clearly outlined in the Summer 2023 EOSA Student Advisory

12. **Use of Rough Work Paper -** Can I do rough work on paper then transcribe responses?
    a. All work must be done on clean sheets of paper. No paper with any writing on it whatsoever will be accepted during the exams. However, you may do rough work on clean sheet paper and do a transcription later. Please note that no extra time will be given for rough work.

13. **Alerts** - Can anything be done to make the notifications more subtle?
    i. Adjustments have been made to make the alerts less distracting during the examinations.

14. **Alerts- W**hat will happen if there are high numbers of alerts?
    a. You will be allowed to complete the exam. The notifications will be reviewed and if irregularity is suspected, it will be referred to the Exam Committee

15. **Alerts Reduction-** How can I reduce the incidences of being flagged for looking down to use the calculator or rough work paper?
    We encourage you to stay within the camera frame that you created in the initial phase of confirming your identity with the proctor

16. **Alerts Consequences-** Should I be worried about the marking of my paper if I receive red-flags for things beyond my control?
    a. You will be allowed to complete the exam. The notifications will be reviewed and if irregularity is suspected, it will be referred to the Exam Committee

17. **Photograph of Exam-** Can I write the exam and then take a photograph and upload it in a Microsoft Word document, which will then be converted to PDF?
    a. THIS APPLIES ONLY TO MATH BASED MODULES. You may take photographs of the pages of your work and paste them in a Microsoft Word document where you can convert to PDF. Please note that only one file should be uploaded. This means that all your photographs need to be pasted in a single Microsoft Word file and converted to PDF. The system is configured to accept only one file upload. *SOP will be provided.*

18. **Microphone and Camera-** If my microphone or camera is not working, can I still be allowed to do the exam online?
    a. No. Students must have a working microphone and webcam for online proctoring.

19. **Background Noise-** My neighbour's car and dogs make a lot of noise throughout the day. Will I be locked out of the system if there is noise in my background during the exam?
    No. You will be allowed to complete the examination. <u>NB</u>. The SOFTWARE IS TRAINED TO ONLY RECOGNIZE AND FLAG HUMAN VOICES

20. **Completing Exam-** After how many notifications will I be stopped from completing the assignments?
    a. You will not be prevented from completing your exams – all notifications will provide the option to **"click to continue".**

21. **Cheating-** What are the parameters for determining acts of cheating?
    a. Human voices being heard in the background
    b. Human faces detected beside the candidate
    c. Talking or eye movements which would indicate that the candidate is communicating with someone off camera
    d. Unauthorised objects detected on or close to the candidate's workstation
    e. Unauthorised web searches or leaving the test environment
    f. Using any form of artificial intelligence applications or tools to aid or complete an assessment
    g. Unauthorised communicating using electronic device eg Smart Watch
    h. Insertion of previously completed responses
    i. Leaving the workstation
    j. Unauthorised electronic hearing device
    k. Candidates are allowed the use of only one (1) monitor on the workstation
    l. The Examination Committee will review the alerts from the proctor, in conjunction with the examination policy for cheating.

22. **Lowering of Head-** Can I hold down my head to type when doing the exam?
    a. As long as you are not doing anything that is considered cheating, there is no penalty for holding your head down.

23. **Exam Options-** Will I be allowed to change the option I previously selected for sitting my exam?
NO.   If you subsequently experience extenuating circumstances, you must contact your HOD OR Campus Manager for advice.

   Exam Options Future- Will I be allowed to change options for sitting examinations in future semesters?
Yes. We will allow students to make a selection each semester.

24. **Selecting Option-** What will happen if I do not select an option for sitting my timed examination?
No preparation will be made for your sitting.

25. **Student ID-** Am I required to have an examination ID for a proctored examination?
Yes. The validation process will require the upload of your digital student ID, as well as voice and face recognition when you register for ULearn.
   a.   NB. Face to Face candidates will have the option to present a physical or electronic version to gain entry to the exam room.

26. **Exam Permit-** Am I required to have an examination permit for proctored examination?
   a.   Yes. Please ensure you have an Exam permit.
   b.   NB. Face to Face candidates must present a physical version to gain entry to the exam room.

27. **Bathroom Break-** What should I do if I need a bathroom break?
   a.   Proctored candidates are not allowed restroom breaks when sitting online exams.

28. **Internet/Power Interruption-** What are my options if I am unable to complete my examination due to interruption in Internet/power supply?
   a.   Contact the Online Department and Cc. the Examination Department as well. This should be as soon as the problem occurs. Do not under any circumstances email your work to a lecturer. This is prohibited and punishable under University regulations.

29. **ULearn Download-** What do I need to install ULearn on my device?
   a.   A functional laptop or desktop computer with a functional camera and microphone. A tablet or phone will NOT be accepted. Please note the required specifications for the device in Q38.
   b.   Google chrome browser.
   c.   Internet access.

30. **ULearn Download Configuration-** Will I be able to download ULearn before the examination period?

Yes. Students can now install ULearn. We expect that students will ensure their browser is configured with the ULearn extension before the examination period starts on April 1, 2023

31. **ULearn Download Instruction-** Where can I find the instructions on how to install and activate ULearn?

   a. Instructions to install ULearn can be found in the ULearn Proctor Folder in the Students Resource Centre on Moodle.

32. **Technical Difficulty-** What support will be available during the exam if I experience technical difficulty?

   a. The ULearn chat feature will be constantly monitored by a subject lecturer and technical staff. For additional support students can email ucconline@ucc.edu.jm Cc examshelpdesk@ucc.edu.jm *(no email should be sent to this account before exams on August 9, 2023).*

33. **Tablet for Exam-** I use a tablet that works very well for classes and assignments throughout the semester. Can I use it for an exam?

   a. No. Only laptops or desktops can be used for online proctoring.

34. **Phone-** I use a phone that works very well for classes and assignments throughout the semester. Can I use it for an exam?

   a. No. Only laptops or desktops can be used for online proctoring

35. **Graph Paper-** If there is a need to use and upload graphs papers?

   a. Rough work paper and graph leaves can be used, scanned and uploaded, as with Moodle ProctorU exams. Graphs, etc can also be done using Microsoft

36. **Microsoft Word/Excel Use-** Will I be allowed use of Microsoft Word or Excel during the examination?

   a. If this is a specific requirement of the examination in progress, yes. Also, if the examination uses the text editor found on the online platform, you will be able to type in Word or Excel and copy the contents across to the editor when you are through.

37. How do I navigate from the examination paper to work in Excel or Word document without being red flagged?

   a.
      Students will be flagged once by the proctoring service after they have opened a word or excel document. It is advised to ignore the initial flag and do not open any additional windows.

38. **Face Not Recognized-** What happens if the facial recognition does not recognize my face during the exam?
    a. Examine the light source in your environment.
    b. Check that your camera is working properly.
    c. Ensure that you are using a Chrome browser.
    d. Test your internet connection.
    e. In the event that other steps did not solve your problem, promptly report the matter to the Online department.

39. **Completing Exam-** What are my options if I am unable to complete my examination due to interruption in Internet/power supply?
    a. If your progress is impeded due to interruptions of this nature, immediately communicate the issue to examshelpdesk@ucc.edu.jm *(no email should be sent to this account* on August 9, 2023*).*
    b. Be sure to have evidence to support your claim (screenshots, pictures, videos). It is important that a timestamp is available in any evidence provided. Each instance will be evaluated, and options communicated.

40. **Permission to install ULearn**- When I try to install ULearn, I am prompted that I need permission from my organization. What does that mean and how can I address it?
    i. This suggests that you are using a device that is owned by an organization (for example, your employer). You should contact your IT Department for assistance. If permission is not granted, you must consider an alternative device or examination at a Campus.

41. **Effect of ULearn on device-** My device has slowed since installing ULearn. How can this be addressed?
    a. The ULearn extension currently does not exceed 26MB. While this is not likely to cause any major reduction in internet speed, we encourage students to do the following in order to speed up their experience:
    Close all tabs that are not being used.
    Close additional windows and applications not required for proctoring.
    Connect to the fastest available internet connection.
    Stop background applications.

42. **Required device specifications-** How can I check that my device has the required specifications for ULearn proctoring?
    a. Here is a list of the minimum system requirements for accessing your proctor exams with ULearn:
     Windows Configuration
    i. RAM - 8 GB and 64 bit OS

ii.   Processor i5

Mac System
        iii.   MacBook Air
        iv.   Processor- 1.6 GHz Intel Core i5
        v.   Memory- 8 GB 1600 MHz DDR3

43. **Security/Privacy of information on device-** I am concerned about the privacy of the information on my device that ULearn will be installed on. What will ULearn have access to on my device?
   a.   Ulearn connects to your moodle account and retrieves the following data:
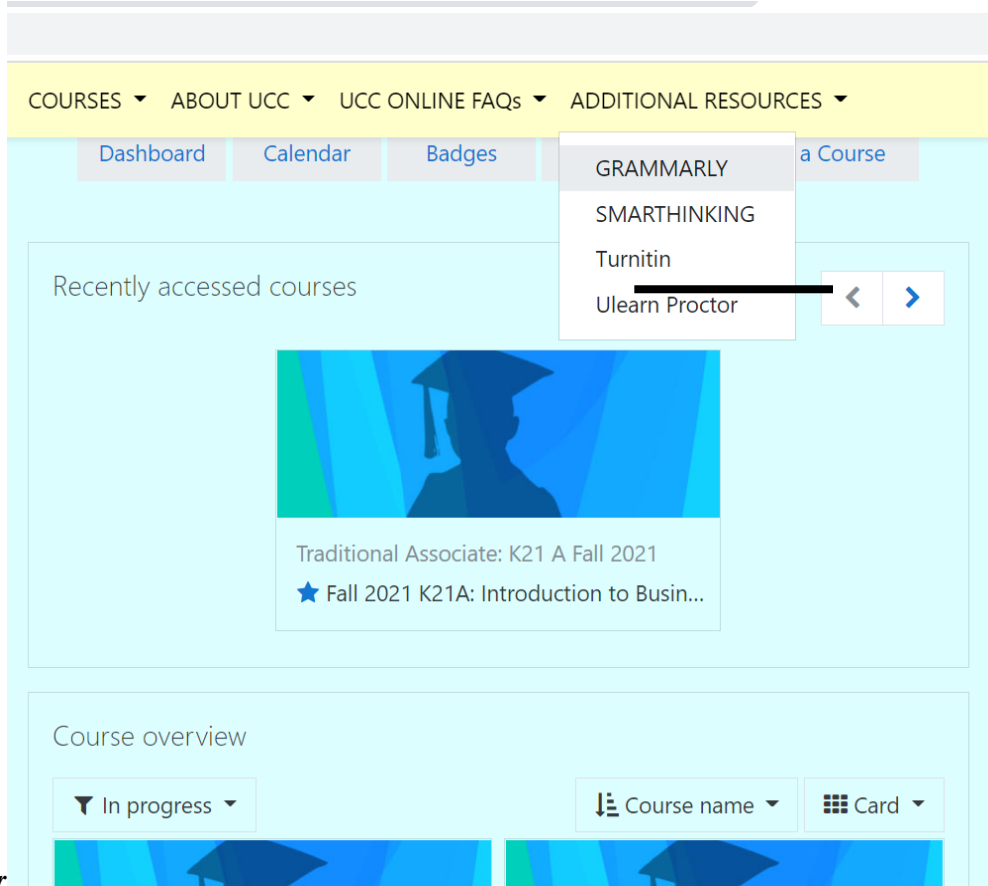Email
First Name
Last Name
Course Grade
Upcoming Quiz/Assignment
Screen Recording
Microphone Audio
Camera

44. Is there any additional information available?
   a.   A demo, along with other useful resources, is located inside the ULearn Proctor Folder in the Students Resource Centre on Moodle.
   b.   On Moodle, click on ADDITIONAL RESOURCES, then ULearn Proctor, (see screenshot below).

Department of Student Affairs
studentaffairs@ucc.edu.jm
(876) 906-3000, Extn (4005 OR 3997)

Screenshot: Access to ULearn Proctor

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