PROTOCOL FOR REMOTE EXAMS IN JANUARY 2021
Information for students

Due to the health crisis, the January 2021 session of exams will mostly be held remotely. This document will explain how to prepare most effectively. As a reminder, you can find all information about the COVID-19 situation on this web page: https://www.ulb.be/en/covid-19-situation-update

General instructions for remote exams

Topic	Protocol
Absence / illness / quarantine	• Students who have a medical certificate (regardless of its nature) must notify their faculty the day before the exam at the latest, by following the procedure laid down by the relevant faculty.
Preparation	• **Do not wait until the last minute** to start using the work environment you will use during the exam: there is no need to stress over both the technology and the exam at the same time! The instructions below will help you prepare. **We ask that you test your access to the VU and Teams before December 15**. If you run into issues, please contact the relevant departments (see below). • If you already use the VU and Teams on a regular basis, with your ULB credentials, you are probably comfortable with the technical aspects. Still, please make sure you are logging in using your ULB credentials (and not as a guest on Teams, for instance) and that you are sufficiently well acquainted with Teams and the VU platform.
What you should have with you	• On the day of the exam, you should have your ID and student ID handy.
Location	• On the day of the exam, you should be in favourable environment: quiet, well lit (for oral exams), etc. • ULB will set up rooms on campus dedicated to remote exams, for students who are unable to sit exams from home. These rooms will be equipped with tables, chairs and a high-quality Wi-Fi connection. Students will be required to bring their own computers. Access to these rooms will be restricted to students who have no other possibility to sit exams remotely. **These students must register online, by completing a survey presented upon logging into the MonULB**

	web portal, before Monday, 14 December 2020 at 12 p.m.
Students with specific needs (SSN)	• All students who have been recognized as students with specific needs or students with a disability (SSN-SWD) may apply to the SSN-SWD unit in order to sit an exam in person, in a monitored room on each campus that will enable reasonable accommodations to be made (extra time, access to a computer, etc.). Physical distancing rules will be enforced in these rooms (1 seat in every 5). Unless an exception is made—based on appropriate documentation—no plexiglas dividers will be installed in the exam rooms.
Fraud and plagiarism	• Instead of relying on electronic monitoring software, the University has chosen evaluation procedures that will, as always, reward students who have mastered the material covered in class. We therefore call upon your sense of integrity, and remind you that exams are a vital step in your learning process that, if bypassed, will penalize you for the rest of your studies and even in your professional career. Your obligations during exams (including the requirement to sit them personally and alone) are listed here: https://actus.ulb.be/fr/actus/information-importante-concernant-les-examens-en-ligne. **Please read these rules carefully.** • **In case of suspected fraud during an online written exam**, a teacher may arrange a meeting with you on Teams after the exam, and still during the January session, in order to ask you to explain some of your answers and thus make sure you are knowledgeable on the subject. This exceptional procedure, which may allow you to avoid a penalty for fraud, is not guaranteed to any student suspected of fraud and is at the discretion of the teacher. During this exchange, he/she will not ask new questions about the subject and, in the event that you are unable to respond to his/her requests for clarification, the exchange cannot be held against you. Due to privacy rules, this meeting may only be recorded if both you and the teacher agree.
Equipment required	In order to sit your exams online, you must have access to: • A **computer** with a **camera** and **microphone**. • An internet connection that is fast enough for **video** and **audio** communication for the duration of each exam. Any equipment or network issue must be notified to the Student Welfare Office by December 15 at the latest, by e-mailing sse@ulb.be.

Written exams

Unless specified otherwise by your professor, written exams will be held on the **Virtual University**, in the relevant course sections. They will typically consist in **tests** or **assignments**. You can log in using your regular ULB credentials.

Before the exam – how to prepare?

We ask that by December 15, you:
- make sure you can log into the VU (https://uv.ulb.ac.be);
- notify us of any problem you may encounter, by contacting uv@ulb.be.

If you do not yet see the exams in the relevant course sections, or if you can see them but not access them, do not worry: they will become available at the scheduled time.

If you are not yet familiar with tests and assignments on the VU, you will find examples and tutorials on the 'Acteurs de votre réussite' page of the learning support service.

On the day of the exam

- A good practice that will avoid delays is to not wait until the exact time of your exam before you log into the VU, and instead to log into the home page in advance. All you will have to do is then to open the relevant course section when the exam starts.
- You should not open the page before the scheduled time, as the exam will not be visible yet and you will have to refresh the page in order to see it.

Oral exams

Unless your professor has instructed you otherwise, oral exams will be held on **Teams**, which is an application in the Office 365 suite. As a student, you automatically have an Office 365 licence.

Before the exam – how to prepare?

We highly recommend testing your connection *using the same device that you will use during the exam.*

A. Make sure you can access your Office 365 account **using your ULB credentials** on https://portal.office.com/.

If you experience problems logging in, please follow the instructions at https://support.ulb.be/web/support/-/je-ne-parviens-pas-a-me-connecter-a-office-365-que-faire-. You can find a summary of the login procedure at the following address: https://support.ulb.be/documents/15172/790713/info-office365-VE2.pdf

B. If you have not already done so, install the **Teams** application on your computer, tablet or mobile. If needed, you can find step-by-step instructions on the following **help pages**:

> **a. Windows:** https://support.ulb.be/fr/web/support/-/comment-installer-teams-sous-windows-

> **b. MacOS:** https://support.ulb.be/fr/web/support/-/comment-installer-teams-sous-mac-

Then, sign in to the Teams application using the same user ID and password you used to log into Office 365.

C. Lastly, make sure that Teams runs properly and that you know how to use the basic features needed for your exam: microphone, camera, screen sharing (computer only). The following support page will help you test Teams by checking those features: https://support.ulb.be/fr/web/support/-/comment-vérifier-que-teams-fonctionne-

If your microphone, camera and screen sharing feature work properly, **you are ready to sit your exam.**

On the day of the exam

You will receive relevant instructions for each exam (date, time, duration, etc.). Invitations to Teams sessions may be sent either as 'Meetings' or as 'Calls'. In both cases, you should be **available** at the appropriate time, **with the Teams application open on your computer. Please be ready at least 15 minutes before the scheduled time.**

What to do in the event of a technical issue during an exam?

In order to limit the risk of an incident, it is essential that you conduct the tests mentioned above before December 15.

Should a technical issue arise despite your precautions, proceed as follows:

1. **Above all else**, do not panic and remain calm. During the previous sessions of remote exams, we have learned that panic is often more harmful than the technical issue itself. If the server seems slow, or if you are experiencing connection issues, wait a few minutes without continually refreshing the page (this needlessly burdens the server). Watch for possible updates from your professor. Be aware that during tests, your answers are recorded every time you go to the next page; if you are disconnected, you will be able to resume where you were, and only the current question will be reset. For questions that require longer answers, consider writing your answer in a text processor and copying it into the test, so that you will have a copy no matter what happens.

2. **If the issue persists, call the support centre** at **+32 (0)2 585 53 52.** Whenever you contact the support centre, please have your student ID number ready.

3. **If the problem is of a general nature** (e.g. an issue with the University's server or internet service provider), **you will hear a recorded message**. This means ULB is aware of a problem for which you are not responsible. In this case, you need not stay on the line; wait for instructions or for the system to return to normal.

4. If the problem is on your side, the support centre's staff member will—after confirming your identity and collecting information about the exam you are sitting and the problem you have encountered— do their best to help you. All calls will be logged. If the problem cannot be resolved, the teacher in charge of the exam will be notified and will make a decision on a case-by-case basis, taking into account your contact with the call centre and your connection logs.

5. **If the issue was not resolved or if it has resulted in a significant delay**, please contact your professor to notify them (they will be able to check the information you will provide against the support centre's call log and the VU's login history).

Important notes:

1) For a technical issue to be considered as a valid excuse, you absolutely must:
   a. have previously logged into the VU and Teams <u>before the exam session</u>; this will be visible in ULB's server log;
   b. have notified the support centre during the exam (except in the event of a general issue acknowledged in a recorded message).

Useful addresses and numbers

- **Support centre:** +32 (0)2 585 53 52
- **Student Welfare Service:** sse@ulb.be
- **SSN-SWD unit:** ebs.esh@ulb.be
- **Office 365 support (*):** https://support.ulb.be/web/support/otrs?
- **Virtual University support (*):** uv@ulb.be
- **Help pages on Office and Teams:** https://tinyurl.com/yc7y63wx
- **Teaching Department** (for legal and regulatory questions on the organization of exams): department.enseignement@ulb.be
- **'Acteurs de votre réussite' page:** https://uv.ulb.ac.be/course/view.php?id=82423

(*) For non-urgent questions and outside of scheduled exam sessions. For urgent issues during an exam, you must contact the support centre.