DISTANCE EXAMS

STUDENT USER GUIDE

UNIVERSITÀ IULM

CONTENT

FOREWORD

In view of the next exam session, it is worth remembering that:

1. Exams will start on 7 January 2021 and will end on 6 February 2021. The exam schedule is available at this link.
2. The exams will only take place remotely using the Microsoft Teams platform. Sessions from individual teachers will be created within each course. The sessions may contain one or more sub-commissions.
3. In order to take an exam, you must register by accessing your personal page as usual. Enrolment in the exams is possible starting one month before the date set for the session and up to three days before. You will not be able to take the exam if you are not enrolled.
4. In this session, it is possible to take the two scheduled sessions for each of the courses. In the light of the emergency and to organise the exams in the best way possible, as already requested by the Rector and the Pro-Rector in the communication sent to all students, if you decide not to take the exam you must cancel your registration. The cancellation is possible up to three days before the date set for the session. **Failure to cancel the exam is considered as participation in the exam, and it will not be possible to postpone in any way.**
5. Once the exam reservation period is over, the Chair of the commission will communicate the assignment of students to the possible sub-commissions of each session. **The communication will be made exclusively to the institutional email @studenti.iulm.it**. Should the number of enrolled students make it necessary, the oral exams may be held over several days and, consequently, students will be convened on the day set.
6. Students will be convened to Teams in groups of 30 in each commission or sub-commission at least 15 minutes in advance to allow them to connect and attendance to be taken before the beginning of the exam at the scheduled time. Students who do not connect at the scheduled time will not be able to take the exam. Students without a valid identification document will not be admitted to the exam. Students who have not registered for **_attendance_** will also not be admitted to the exam. **No exemptions will be granted.**
7. Students will be able to stay connected (with microphone and camera switched off) for the entire time of the oral test while waiting for their turn.
8. As students are taking the exam, all necessary measures will be taken to prevent and punish misconduct or behaviour that may prevent the proper execution of the exam (e.g. disciplinary sanctions). In particular, we inform you that it is strictly forbidden to videotape the exams, except in certain specific cases communicated in advance for which consent will be asked and for the sole purpose of evaluating the candidate. In the case of recording, the student must also confirm (at the beginning of the recording) that he or she understands that in no way can the recording be used by him or her to dispute the assessment expressed at the unquestionable discretion of the commission.
9. On the day of the exam, in case of technical difficulties with connection, verified by the technical staff through the platform used, the identification and continuity of the vision of the candidate can also be ensured through other tools such as the video phone call, after prior notice to the candidate. If it is impossible to restore any type of connection with the candidate, the candidate will be considered absent and will be contacted by email to schedule a new session. In this regard, we inform you that false and misleading statements will be punished with the annulment of the exam.

If not already communicated, students can check the examination procedures at this link.

10. Please note that they are defined by each teacher and are an integral part of the teaching programme: any peculiarity will, therefore, be communicated by the teacher at the appropriate time. Students are invited to check the exam calendar to see if there are any changes in the date and the Community for any communications from teachers regarding the exams.

PRELIMINARY INDICATIONS FOR THE USE OF THE MICROSOFT TEAMS PLATFORM

The Microsoft Teams platform allows the development of online teaching (lessons and exams), through spaces called Teams. Students can join each Team through a password provided by the teachers.

Each Team corresponds to a course.

Each Team has channels. Within each Team, there is always a channel called "General", where teachers can enter their lessons, create exam sessions, write text messages to students through a bulletin board, upload files and perform other operations.

In the next few days, all the lessons which took place in the first semester will be uploaded in the Microsoft Teams platform automatically, while the lessons that took place in the second semester are already present.

Please note that, for technical reasons, each commission will not contain more than 250 people, including teachers and collaborators. For this reason, we invite students who have to take the exams to only connect at the time indicated by the teacher—neither before nor after.

PART 1: HOW TO ACCESS AND USE MICROSOFT TEAMS

To access Teams, we recommend using the Google Chrome browser. From the browser open a new "incognito" window (Windows: CTRL+MAIUSC+N; Mac: ⌘+MAIUSC+N)

1. Connect to the address http://office365.iulm.it
2. Check that you have activated the Office 365 license by clicking on "**Login office 365**" and enter your university credentials. **WARNING**: under "**Username**" use the formula name.surname@studenti.iulm.it
3. If you have not yet activated your licence, go back to step 2 and click on "**Activate Office 365 service**" and follow the instructions.
4. Microsoft Teams is accessible at http://teams.microsoft.com using the university credentials.
5. To subscribe to a course, simply click on **Team** in the left menu, then on "**Join a team or create one**". Under "**Join a team with a code**" enter the code corresponding to the course, which can be found on the University portal.

HOW TO TAKE THE EXAM:

1. . On the day of the exam, at the time indicated by the teacher, access Teams and select the course you wish to take the exam in.
2. The exam will appear in the General channel of the course and will be highlighted in blue.
3. If the teacher has created several commissions for the session, select the one indicated by the teacher in the communication received and click on **Participate**.
4. On the following screen, **disable audio and video** using the appropriate icons to avoid disturbing the exam. Only enable the camera and microphone when the teacher asks you to do so.
5. Press "**Join Now**". Once you have entered the exam room, wait in silence for the teacher's instructions.

PART 2: EXAMINATION PROCEDURES

ORAL TEST

Once the exam reservation period is over, the Chair of the commission will communicate by email the subdivision of the students and the convocation time of each group. **The communication will be made exclusively to the institutional email @studenti.iulm.it**. In case the number of students is necessary, the oral exams can be divided into several days and, consequently, students will be convened on the day set.

Students will be convened to Teams in groups of 30 in each commission or sub-commission **at least 15 minutes in advance** to allow them to connect and attendance to be taken before the beginning of the exam at the scheduled time.

We will proceed with the identification of the individual candidate who must show the commission a valid identity document. The teacher may note down the number of the document shown. Keep quiet during the identification process.

Students who do not log in at the scheduled time will not be able to take the exam. Students without a valid identification document will not be admitted to the exam. In addition, students who have not registered for attendance will not be admitted to take the exam. **No exemptions will be granted**.

Students will be able to stay connected (with microphone and camera switched off) for the entire time of the oral test while waiting for their turn.

During the execution of the exam, all necessary measures will be taken to prevent and punish misconduct or behaviour that may prevent the proper execution of the test (e.g. disciplinary sanctions). In particular, we inform you that **it is strictly forbidden to video record the exams**, except in certain specific cases communicated in advance for which consent will be asked and for the sole purpose of evaluating the candidate. In the case of recording, the student must also confirm (at the beginning of the recording) that he or she understands that in no way can the recording be challenged by him or her to dispute the assessment expressed at the unquestionable discretion of the commission.

On the day of the exam, in case of technical difficulties with connection verified by the technical staff through the platform used, the identification and continuity of the vision of the candidate can also be ensured through other tools such as video phone call, after prior notice to the candidate. If it is impossible to restore any type of connection with the candidate, the candidate will be considered absent and will be contacted by email to schedule a new session. In this regard, we inform you that false and misleading statements will be punished with the annulment of the exam.

After the oral interview, the teacher will inform the student of the result of the test. The student must explicitly declare that he or she understands what has been communicated and the teacher will proceed to record the mark in the usual manner.

QUIZ ON QUESTIONMARK

QuestionMark is a software that allows executing written tests with multiple-choice questions.

Once the exam reservation period is over, the Chair of the commission will communicate by email the subdivision of the students and the time of the convening of each group. **The communication will be made exclusively to the institutional email @studenti.iulm.it.**

Students will be convened on Teams in groups of 30 in each commission or sub-commission **at least 15 minutes in advance** to allow them to connect and attendance to be taken before the beginning of the exam at the scheduled time.

We will proceed with the identification of the individual candidate who must show the commission a valid identity document. The teacher may note down the number of the document shown. Keep silent during the identification process.

Students who do not log in at the scheduled time will not be able to take the exam. Students without a valid identification document will not be admitted to the exam. Also, students who have not registered for _**attendance**_ will not be admitted to take the exam. **No exemptions will be granted.**

Once the identification phase is over, using Google Chrome, the teacher will invite students to connect to the link https://esamionline.iulm.it, while keeping Microsoft Teams active.

The following screen will open, allowing you to log in using the **same credentials** used **to access Microsoft Teams**.
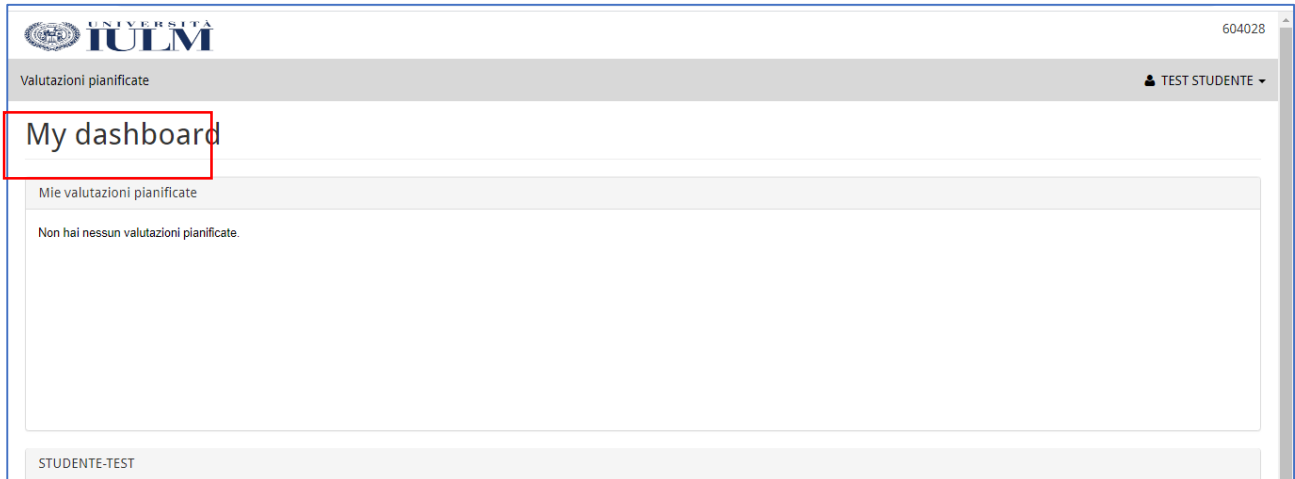
You will access the page that will allow you to open QuestionMark by clicking on the icon with the world.
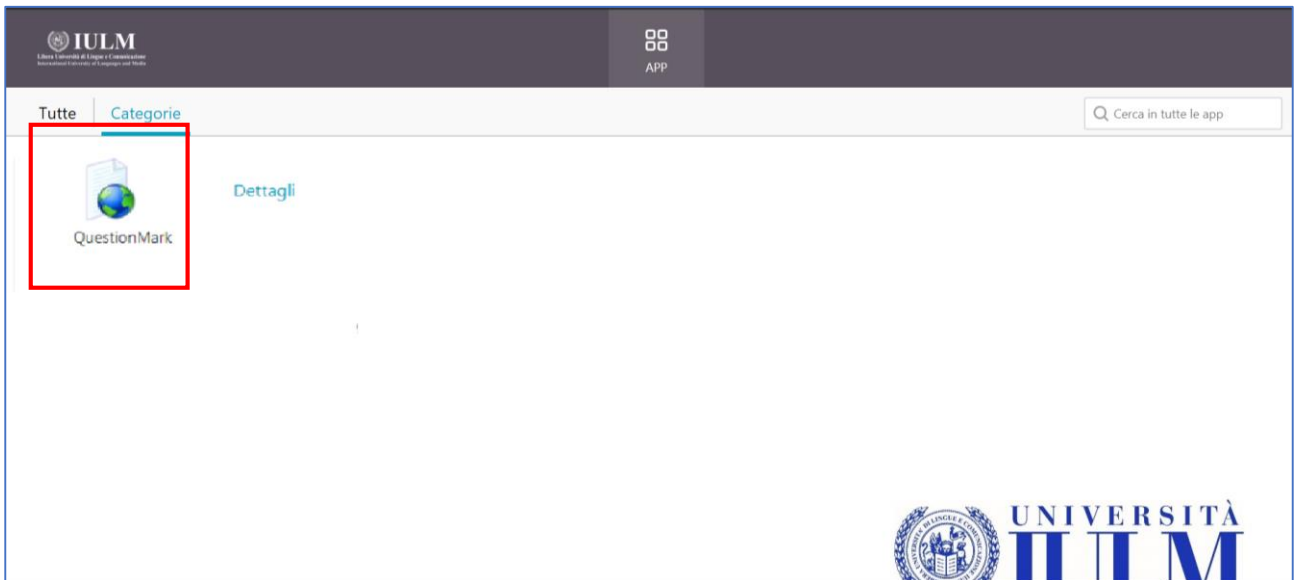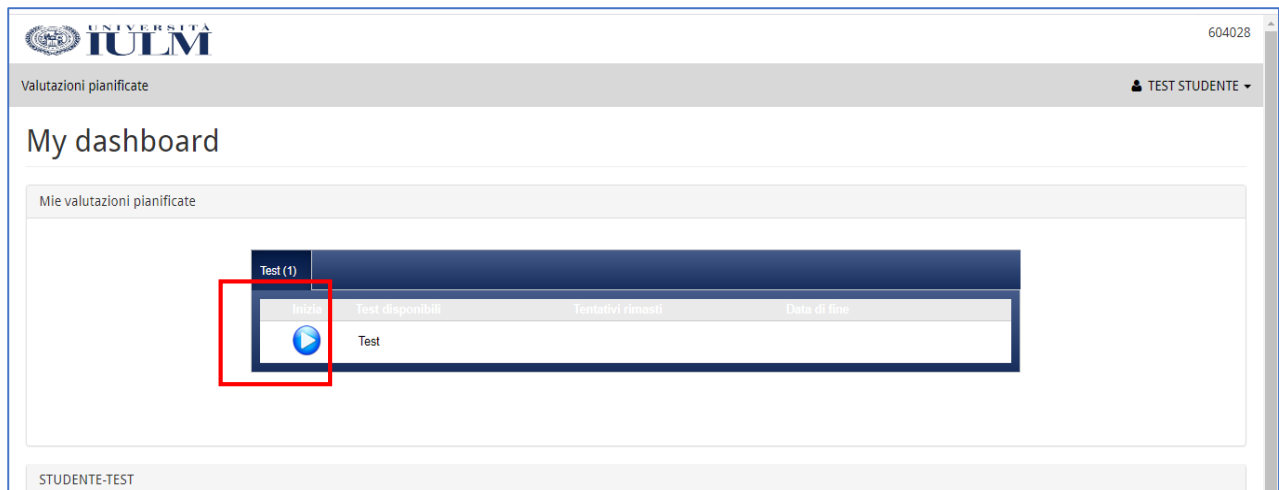

To access the exam, you must enter your QuestionMark credentials which will be communicated by the teacher before the beginning of the exam.

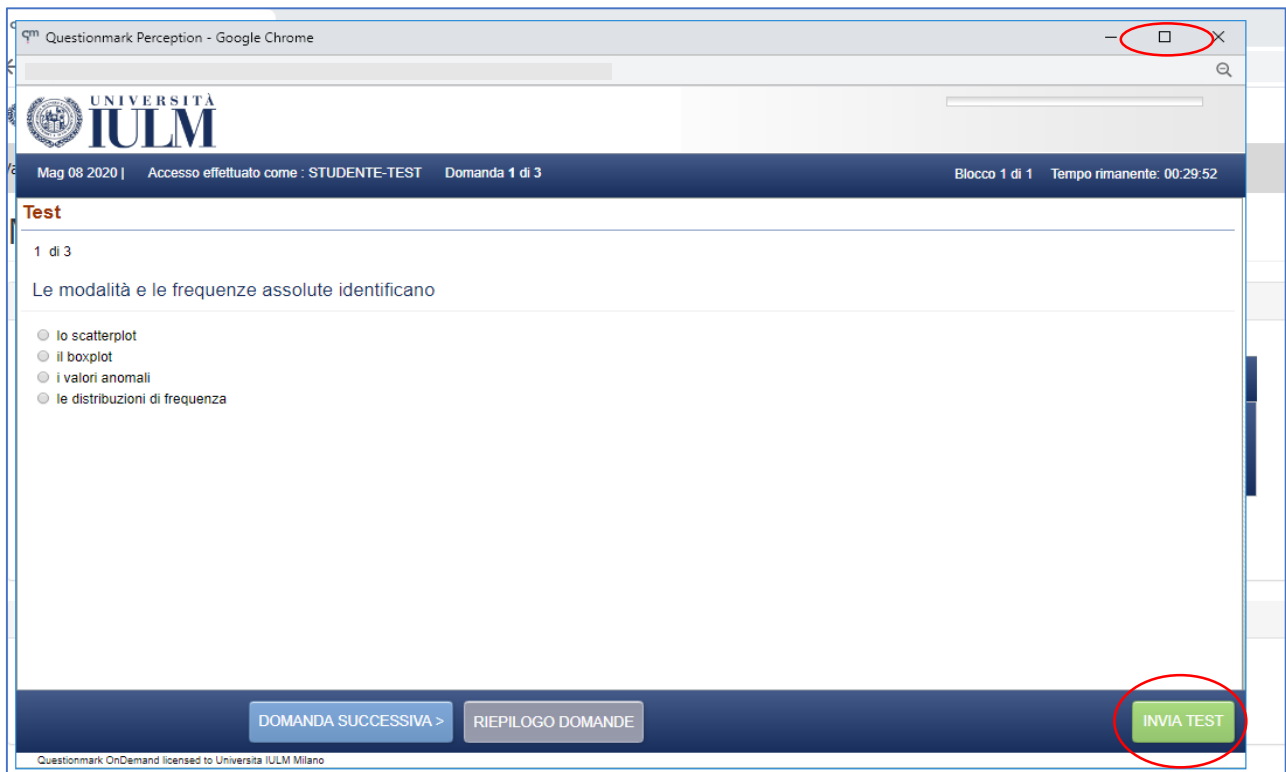Once logged in, the exam will be available. In case it is not displayed click **Valutazioni pianificate**.

To start the exam, click on the start icon.

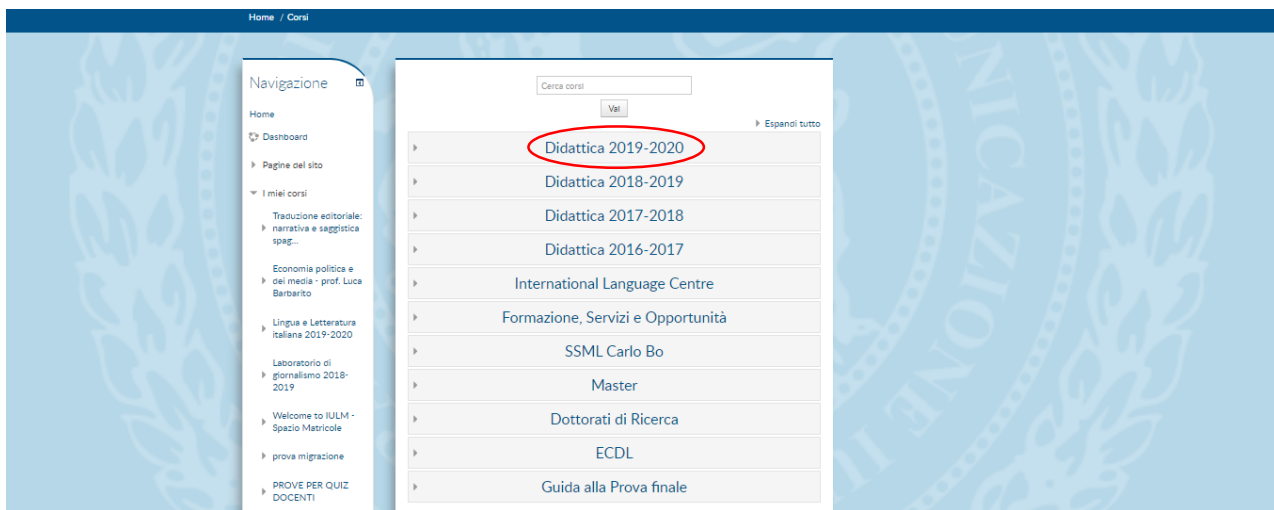Once the exam has started, remember to activate full-screen mode.

When you have finished the exam, you must click **Invia test** so that the teacher can mark it.


The methods of communication and possible recording of the outcome of the test are the usual ones.

QUIZZES ON THE COMMUNITY PAGE

In order to take an exam this way, it is necessary to enter the Community and be enrolled in the course for which you must take the exam.

To access the Community, you need to log in at https://community.iulm.it/ and click on **Accedi** under the **STUDENTI** section.

Enter your credentials. (**Username**: n.surname and **Password**: the same used to access the personal page)

To enroll in a course after logging in click on **CATEGORIA DI CORSO – DIDATTICA E SERVIZI**

Select Didattica 2019 – 2020

Enter the name of the course you wish to enrol in and click on the Go button to start the search. Once you have found the course page, simply click on the name to access and enter the enrolment password communicated by the teacher.
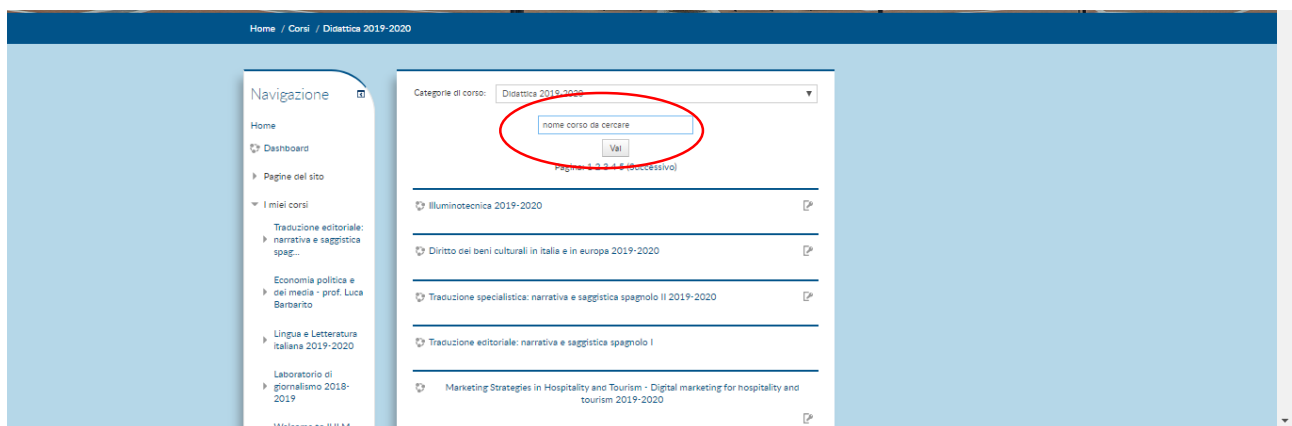
At the end of the period dedicated to the exam reservation, the Chair of the commission will communicate by email the subdivision of the students and the time of the convening of each group. **Communication will be made exclusively through the institutional email @studenti.iulm.it.**

Students will be convened to Teams in groups of 30 in each commission at least 15 minutes in advance to allow them to connect and attendance to be taken before the beginning of the exam at the scheduled time.

The teacher will proceed with the identification of the individual candidate who must show the commission a valid identity document. The teacher may note down the number of the document shown. Keep silent during the identification process.

Students who do not log in at the scheduled time will not be able to take the exam. Students without a valid identification document will not be admitted to the exam. Also, students who have not registered for attendance will not be admitted to take the exam. **No exemptions will be granted.**

Once you have logged in the Community in order to take the exam, you must keep Teams open with microphone and video camera active and go to the course page in the section (**Argomento**) indicated by the teacher, where the exam will be available. Click on the test.

As soon as the teacher authorizes you to start the test click on **Tenta il quiz adesso**
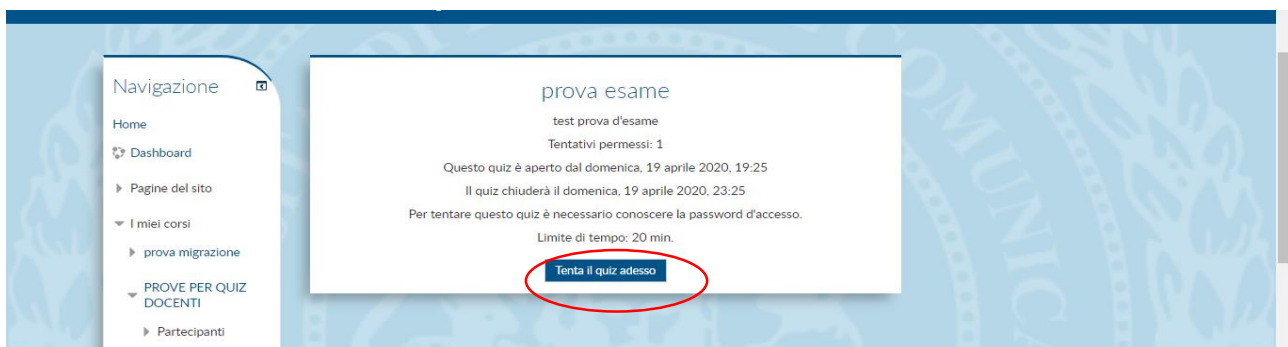
To access the test enter the password if there is one. The teacher will communicate the password during the presentation of the assignment. Enter the password and click on **Avvia il tentativo** to start the test.
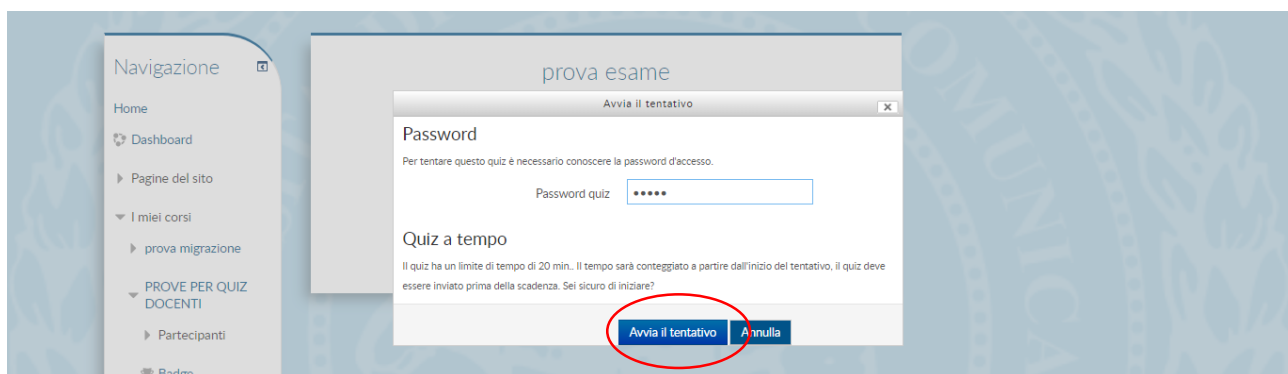
Select the correct answer and click on the **Pagina successiva**. Repeat the procedure until the questions are completed.

During the test, the countdown will allow you to monitor the time available.
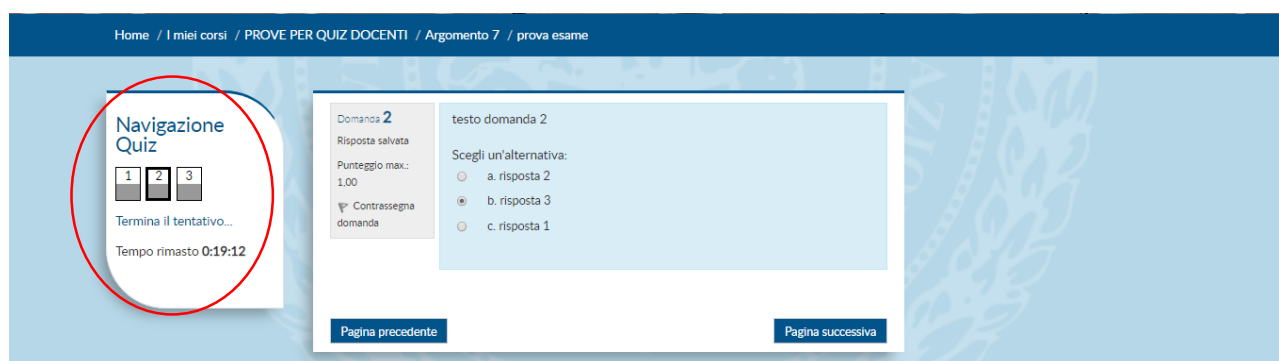
When you are sure you have answered all the questions click on **Termina tentativo**.
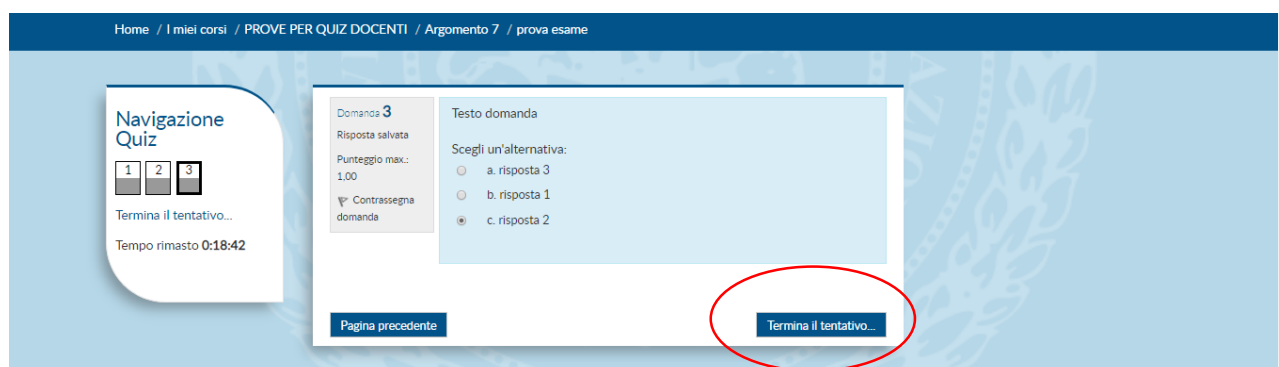
Finally, click on **Invia tutto e termina**
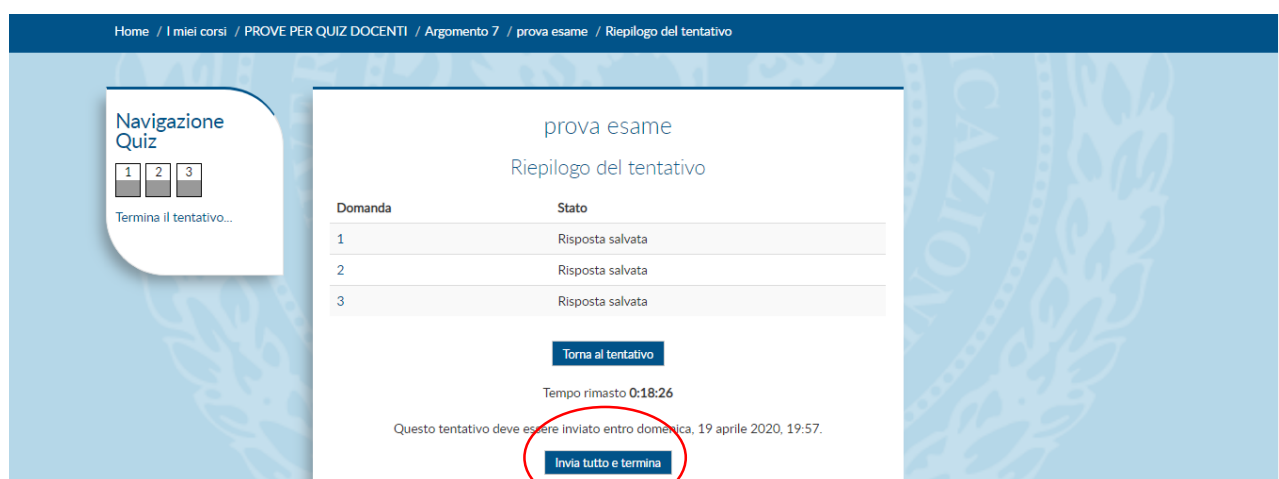
The system will ask for confirmation of the willingness to send the test. Click **Invia tutti e termina** again. At this point, the test will be finished.

The next screen confirms that the upload was successful.

The methods of communication and possible recording of the outcome of the test are the usual ones.

TESTS ON COMMUNITY

In order to take an exam this way, it is necessary to enter the Community and be enrolled in the course for which you must take the exam.

To access the Community, you need to log in at https://community.iulm.it/ and click on **Accedi** in the **STUDENTI** section.
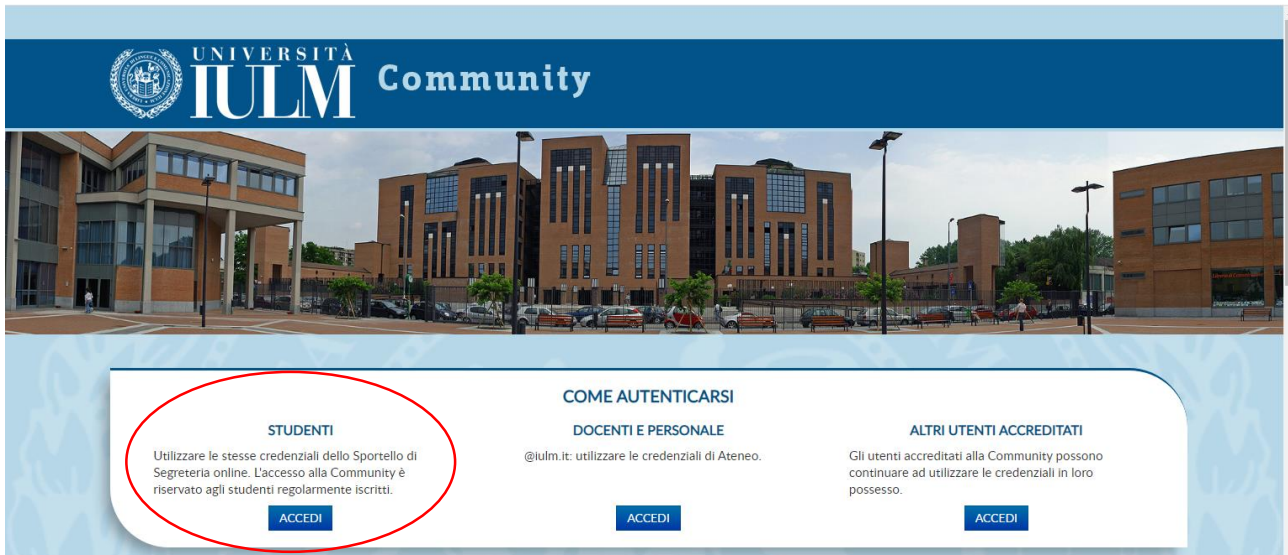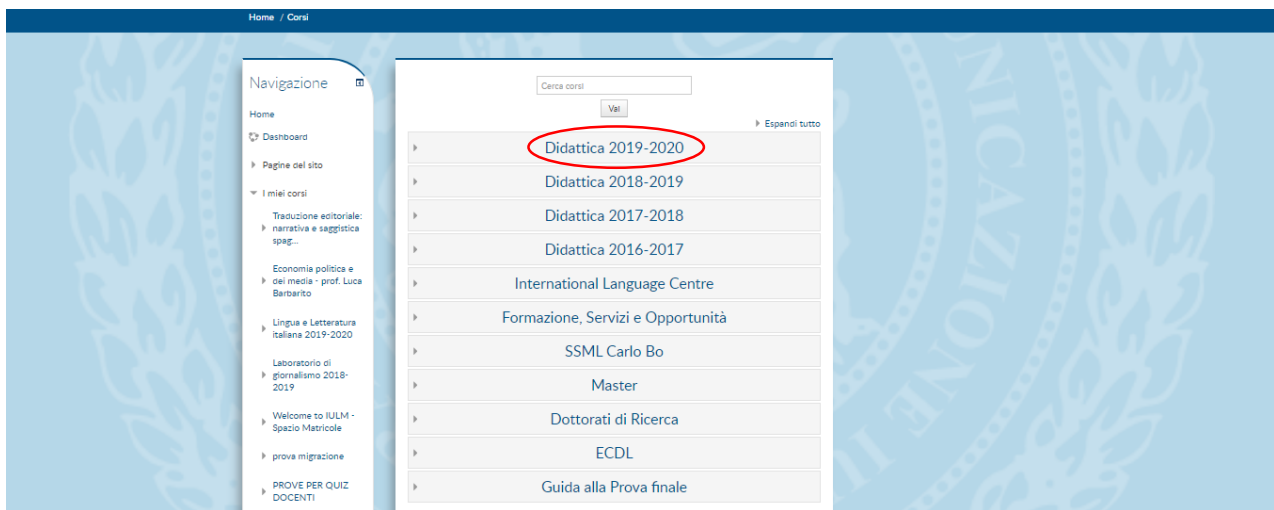

Enter the credentials. (**Username**: n.surname and **Password**: the same used to access the personal page)
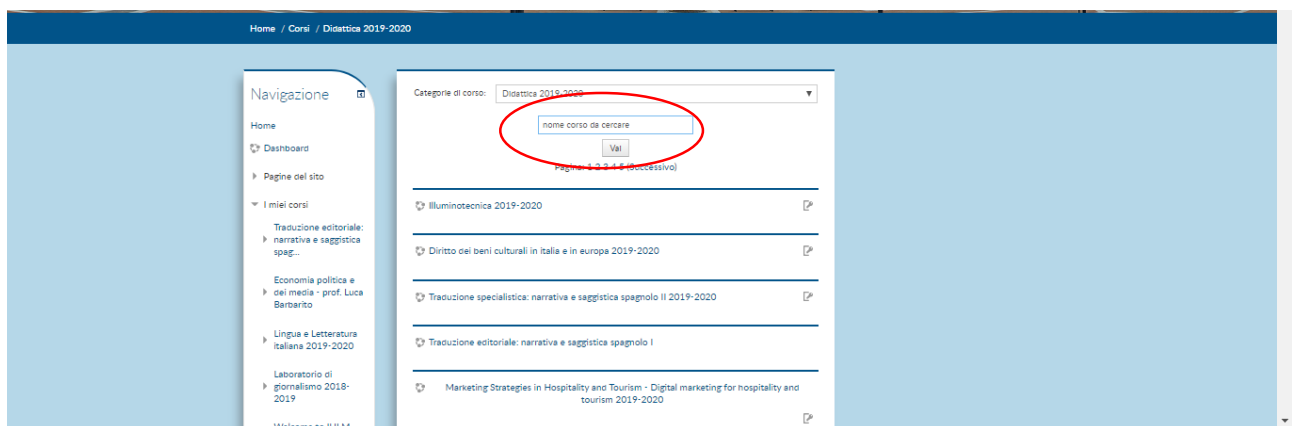
To enroll in a course after logging in click on **CATEGORIE DI CORSO- DIDATTICA E SERVIZI**
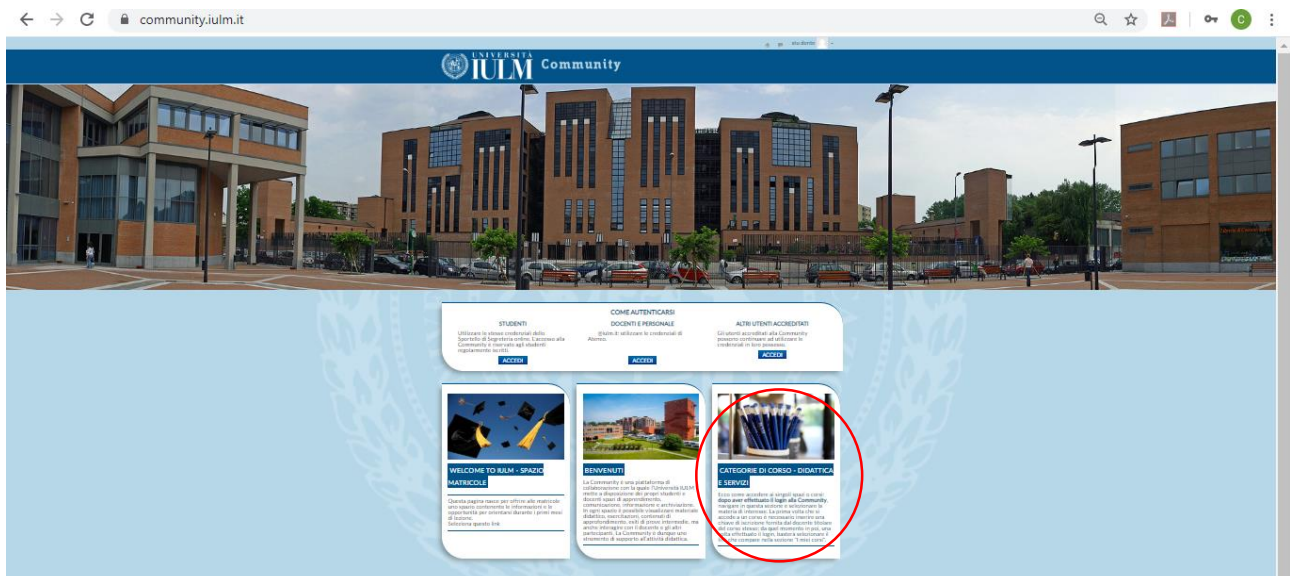
Select Didattica 2020 – 2021

Enter the name of the teaching you wish to enrol in and click on the Go button to start the search. Once you have found the course page, simply click on the name to access and enter the enrolment password communicated by the teacher.

At the end of the period dedicated to the exam reservation, the Chair of the commission will communicate by email the subdivision of the students and the time of the convening of each group. The communication will be made exclusively to the institutional email @studenti.iulm.it.

Students will be convened to Teams in groups of 30 in each commission at least **15 minutes** in advance to allow them to connect and attendance to be taken before the beginning of the exam at the scheduled time.

The teacher will proceed with the identification of the individual candidate who must show the commission a valid identity document. The teacher may note down the number of the document shown. Keep silent during the identification process.

Students who do not log in at the scheduled time will not be able to take the exam. Students without a valid identification document will not be admitted to the exam. Also, students who have not registered for **_attendance_** will not be admitted to take the exam. **No exemptions will be granted.**

Once the identification has been completed, the teacher will give instructions on how the exam will be executed. Teachers may provide the instructions of the exam in the assignment description (by clicking on the test name the description is visible), or they may provide the student with a file with them.

Once you have logged in the Community, you must keep the Teams platform open with microphone and video camera active, and to take the exam, you must go to the course page in the section (**Argomento**) indicated by the teacher where the exam is available.
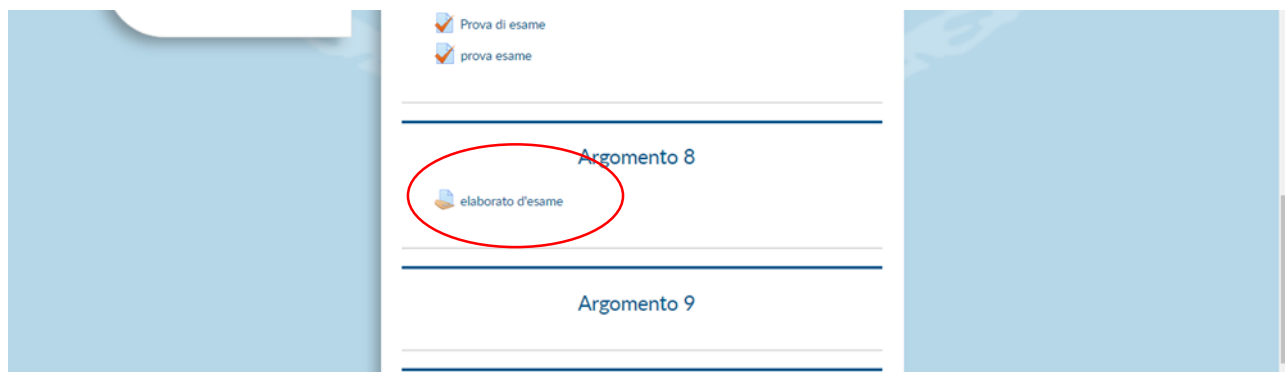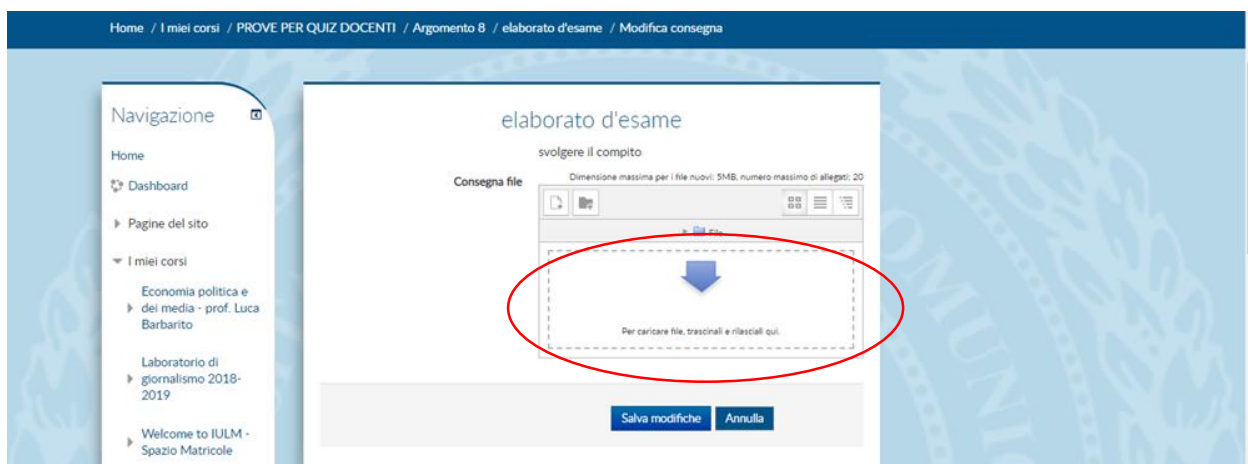

At the end of the time available for the exam, it is necessary to upload the file so that the teacher can mark it.
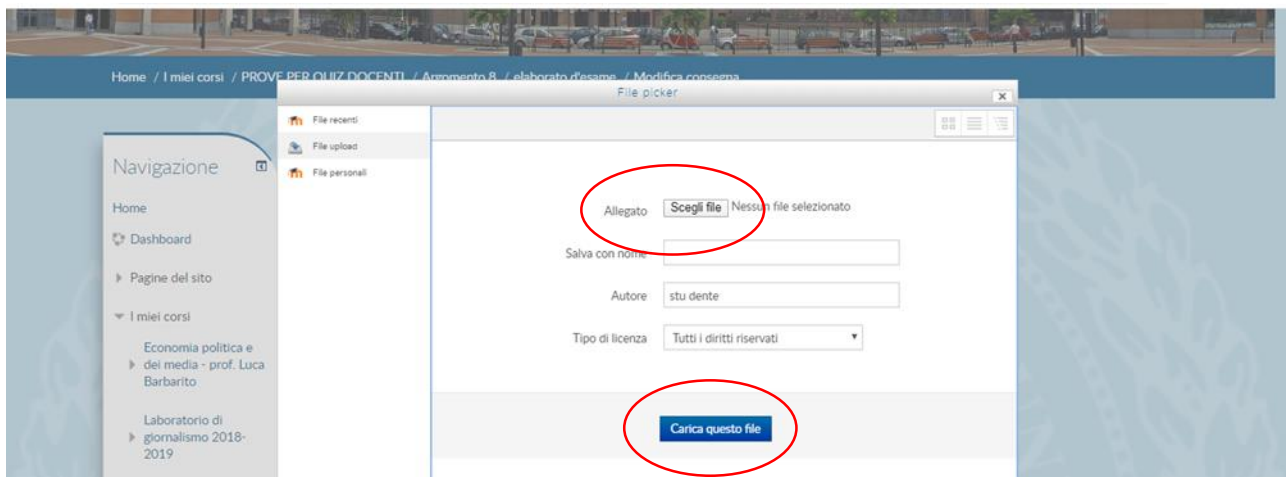
Clicking on the test's name will open the screen that allows you to upload it.
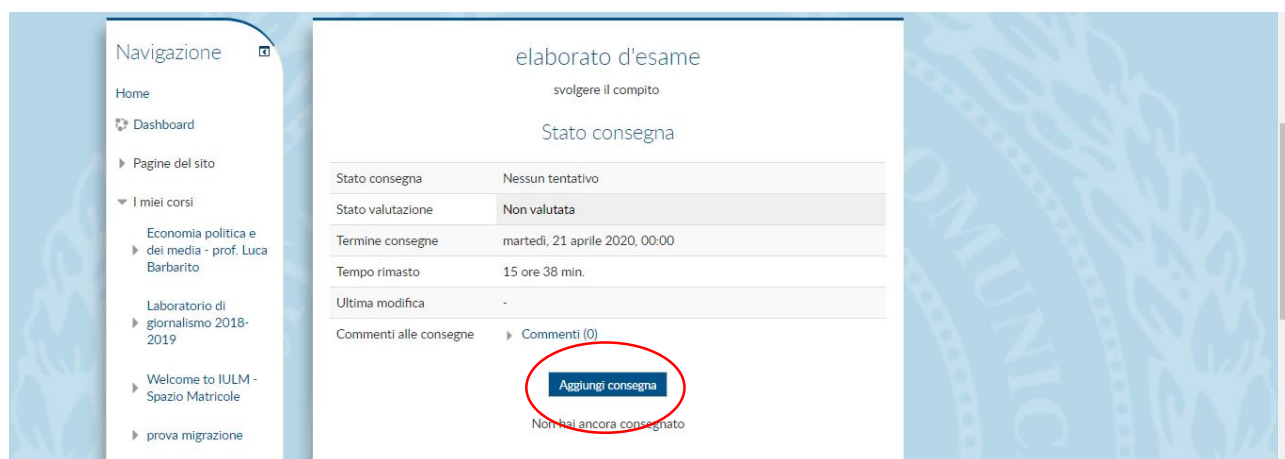
Click on **Aggiungi consegna**. In order to upload the file of the work done, simply drag it inside the space with
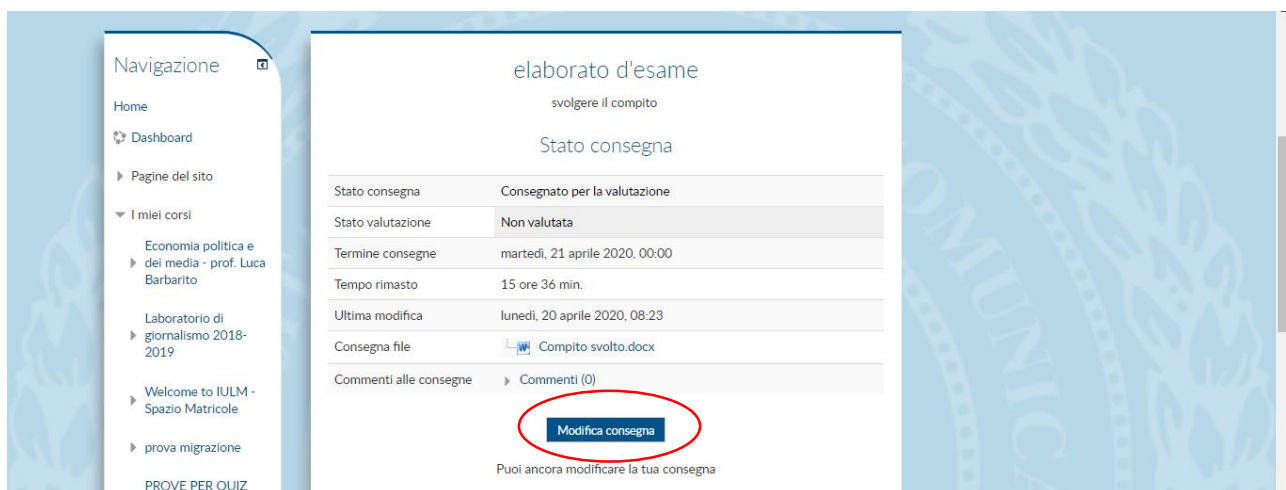

the blue arrow and release it, or click **Scegli file**, select the file to upload from your device and then click **Carica questo file**.

You can check whether the file containing your work has been uploaded on the next screen.
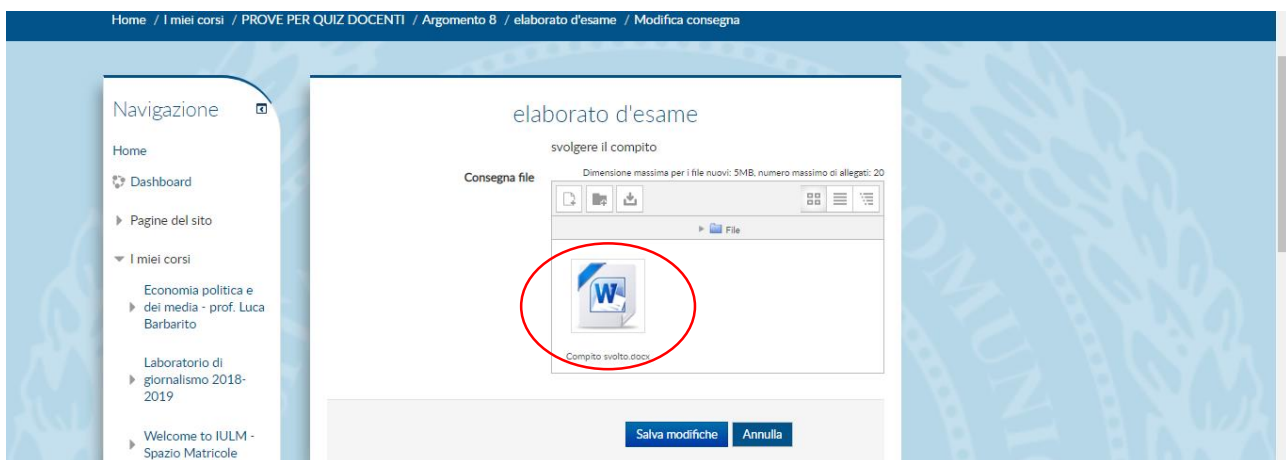
Click on **Salva modifiche**. If you are not sure that you have uploaded the correct file, click on **Modifica consegna** and repeat the submission procedure.

Once the modification procedure has been carried out, you must proceed with the submission of the file. Click on **Consegna compito.**
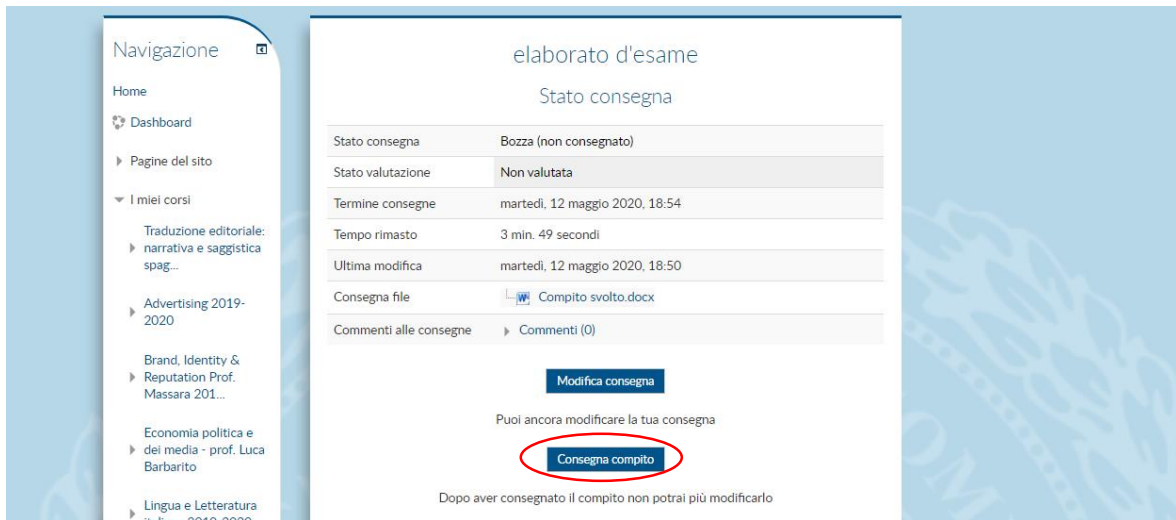
The system will ask for confirmation of the willingness to send the task performed. Clicking on **Conferma** will no longer allow you to edit. The attached file will be the one that the teacher will mark in order to pass the exam.


At this point, the exam is finished.

The methods of communication and possible recording of the outcome of the test are the usual ones.

WRITTEN TESTS WITH PAPER AND PEN

This examination mode requires that the student only has a blank sheet of paper and a pen in front of him/her. The teacher will give any permission to use additional tools (e.g. a dictionary or calculator).

The exam station must be located in a quiet place without other people.

The webcam must be positioned so that it frames the face, the table and the sheet of paper, like in the example photos
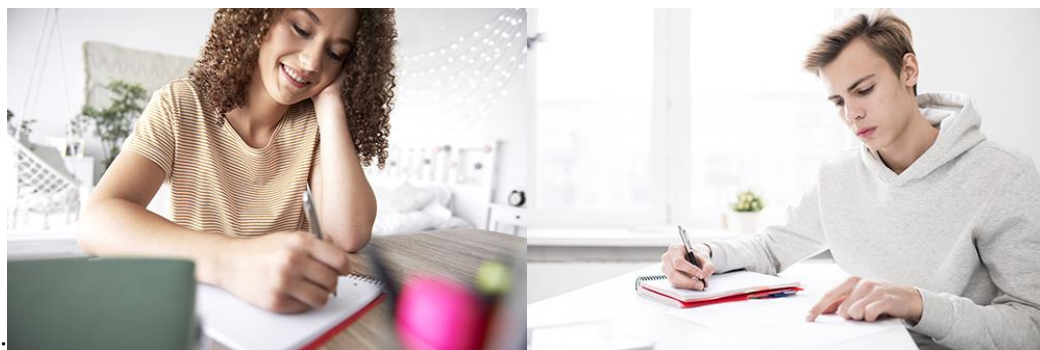
Access the exam channel in the assigned commission and prepare a valid identity document for identification operations. Maintain silence during the identification process and wait for the teacher to send the exam instructions.

Sending can be done by dictation, by sharing a slide on screen or through the "File" section of the call channel. To access the "File" section, click on "Team" in the left column, then select the session's channel and click on "File".
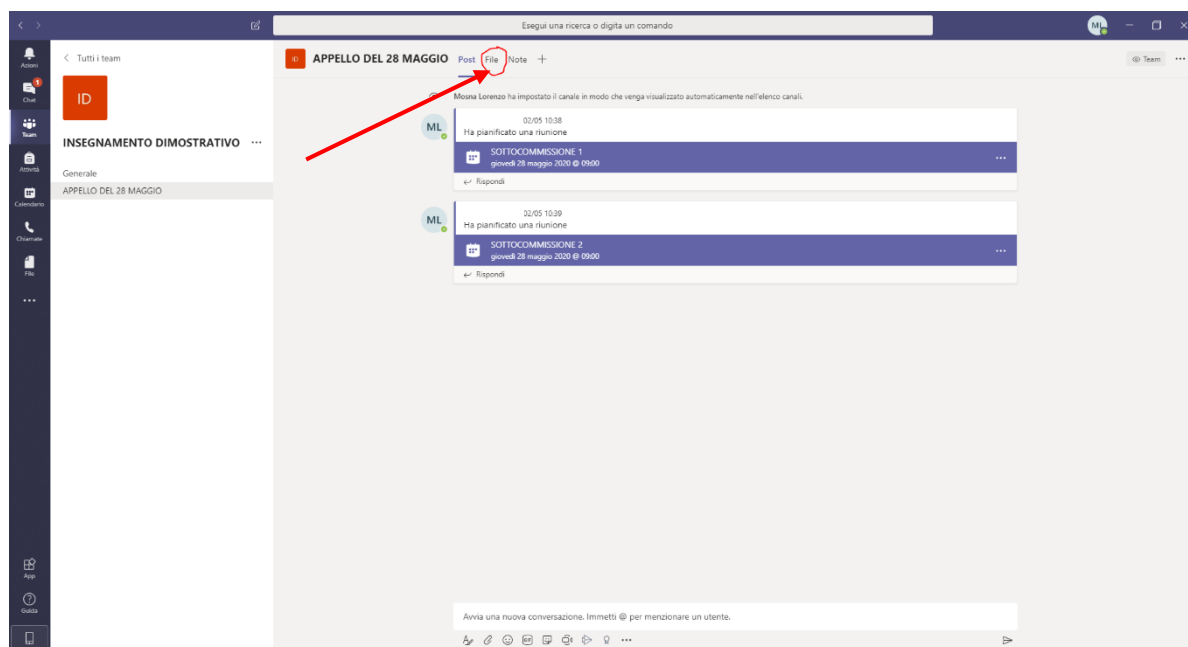
Once the identification process has been completed, the teacher will provide instructions on how to carry out the exam and, above all, indications for the submission. Then he or she will start the exam. Always keep your webcam and microphone switched on during the exam. Do not leave the workstation.

Once the task has been completed, communicate it to the teacher who will take note of the time. From that moment, you have **15 minutes** to send your paper to the email address provided by the commission. The document must be scanned in PDF format. Students who do not have a scanner can use a smartphone

application dedicated to this operation. For Android and Apple users, we recommend the free CamScanner application (downloadable from https://www.camscanner.com/). If the commission deems it appropriate, the submission of a photo of the work may be allowed

For reasons of file uniformity, do not send photographs of your work or documents in a format other than PDF.

Students who finish the test early will have to notify the commission. Alternatively, the teacher may ask students to remain seated in silence (still with webcam and microphone on) until the scheduled time of delivery.

Once the submission procedure is complete, you can disconnect.

For the exams of foreign language courses at the Faculty of Interpreting and Communication, please refer to the specific section of this guide.

SUBMISSION ORIGINAL ARTEFACT

This method involves sending an original artefact (text, audio-visual, etc.) which has been previously marked by the teacher. We remind you that, in accordance with the University's teaching regulations, this method is always accompanied by an oral interview, the characteristics of which are specified in the specific chapter.

HOW TO CARRY OUT THE SESSIONS OF THE FOREIGN LANGUAGE WORKSHOPS OF THE FACULTY OF INTERPRETING AND

This section will be updated shortly.

PART 3: ASSISTANCE

Students currently enrolled in Degree courses and Master's degrees are automatically enrolled in the Community upon confirmation of enrolment.

Those who will have to take the exams whose tests are scheduled on the Community but are not enrolled in it (usually students enrolled in the **old regulations of the courses of study**) can send an email to community@iulm.it with the subject "Request for registration to the Community" indicating name, surname, university student registration number and course of study.

On the day of the exam, you can report any technical problems by sending an email to supportodidatticaonline@iulm.it copying in the teacher who is teaching the course of the exam. The email, with the subject "Exam in progress - Technical problems", must contain the following data: name, surname, university student registration number, course of study, course of which the exam is taking place, telephone contact and a brief description of the problem.

For all students who wish to do so, from **Thursday 7 January 2021**, a *live assistance* service will be available on Teams (**Exams Assistance** - password 2ik9c66) with the following timetable:

- Monday afternoon Art and Tourism Faculty from 14.30 to 16.30;
- Tuesday afternoon Communication Faculty from 14.30 to 16.30;
- Thursday afternoon Interpreting Faculty from 14.30 to 16.30.

A team of people made up of peer tutors, student secretarial staff and technicians will be available to answer questions related to the next exam session.

Students with learning disabilities can refer to the DiversaMente Office at diversamente@iulm.it.