



# REMOTE EXAMS

STUDENT USER GUIDE

IULM UNIVERSITY

# CONTENT

FOREWORD.....	2
PART 2: examination procedures .....	6
<b>ORAL TEST</b> .....	6
<b>QUIZ ON QUESTIONMARK</b> .....	7
<b>QUIZZES ON THE COMMUNITY PAGE</b> .....	11
<b>TESTS ON COMMUNITY</b> .....	17
<b>WRITTEN TESTS WITH PAPER AND PEN</b> .....	22
<b>SUBMISSION CREATIVE ARTEFACT</b> .....	24
<b>HOW TO CARRY OUT THE SESSIONS OF THE FOREIGN LANGUAGE WORKSHOPS OF THE FACULTY OF     INTERPRETING AND TRANSLATION</b> .....	25
PART 3: ASSistance .....	27

## FOREWORD

In view of the next examination session, it is useful to recall that:

1. examinations will start on 17 May 2021 and end on 2 July 2021. The examination calendar is available at [this link](#).
2. examinations will be held exclusively in electronic mode using the Microsoft Teams platform. Within each course, the individual lecturers will create the exam schedules. The schedules may contain one or more sub-committees.
3. in order to sit an exam you must register, as usual, by accessing your personal page. Registration for examinations is possible from one month before the date of the examination and up to three days before (five days before for Professional English / Professional English for Tourism I, II, III). You will not be able to sit the exam if you are not registered.
4. In this session it is possible to sit two of the three (even consecutive) examinations scheduled for each course. In order to organise the exams in the best possible way, as requested by the Rector and the Pro-Rector for Education, if you decide not to sit the exam you must cancel your registration. Cancellation is possible up to three days before the date set for the exam (five days before for Professional English/Professional English for Tourism I, II, III exams). **Failure to cancel an examination is considered as participation in the examination and cannot be waived in any way.**
5. At the end of the period for booking examinations, the President of the committee will communicate the assignment of students to any sub-committees for each call. The communication will be made exclusively to the institutional email @studenti.iulm.it. If the number of students enrolled makes it necessary, the oral exams may be held over several days and, consequently, students will be called on the established day.
6. Students will be summoned on Teams in groups of 45 in each committee or sub-committee at least 15 minutes in advance to allow them to connect and take the roll call before the start of the exam at the established time. Students who are not connected at the scheduled time will not be allowed to take the examination. The correct method of personal identification for online examinations is the university badge, also from the point of view of personal data protection. That said, in limited and justified cases where the badge is not available (lost, not received by post, etc.), identification by the teacher may take place on presentation of a valid identity document. Students without a badge or a valid identity document will not be admitted to the examination. Similarly, students who have not registered for the roll call will not be admitted to the examination. No exceptions will be granted.
7. For the Professional English/Professional English for Tourism I, II, III examinations, special arrangements will be made, which will be communicated in detail in the days preceding the examination to all students who must take them.
8. Students will be allowed to remain connected (with microphone and video camera off) for the whole time of the oral test, waiting for their turn.
9. During the examination, all necessary measures will be taken to prevent and repress any misconduct or behaviour that may impede the smooth running of the test (e.g. disciplinary sanctions). In particular, students are informed that it is strictly forbidden to make video recordings of examinations, except in special cases communicated in advance, for which consent will be obtained and for the sole purpose of assessing the candidate. In the case of recording, the student must also confirm (at the

beginning of the recording) that he/she understands that in no way may the recording be used by the student to contest the assessment made at the discretion of the Committee.

10. On the day of the exam, in the event of technical difficulties in connection, ascertained by the technical staff, with the platform used, the identification and continuity of the vision of the candidate's image can also be ensured by other means such as telephone video call, subject to prior notification to the candidate. Should it be impossible to re-establish any type of connection with the candidate, he/she will be considered absent and will be contacted by email to schedule a new session. In this regard, candidates are informed that false and untruthful statements will be punished with the cancellation of the examination.

11. Students can check the examination procedures, if not communicated, at the following link. Students are reminded that the examination procedures are defined by each teacher and form an integral part of the teaching programme: any specifics will therefore be communicated by the teacher at the appropriate time. Students are invited to check both the exam calendar to see if the date has changed and the Community for any notices from teachers regarding exams.

Finally, we would like to point out that the University has chosen not to adopt any particular control or restriction system, opting instead for "deterrent" solutions that guarantee the verification of preparation and the validity of the exam. It is understood that any improper behaviour, once ascertained, will be sanctioned with severe disciplinary measures. In particular, trusting in the maturity of the students, two simple soft proctoring devices have been introduced that provide for the watermarking (on the screen) of the name, surname and registration number of the student taking the test, as well as the blocking of the Copy/Paste function to discourage any circulation of the exam papers.

# 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

1. 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)
2. Connect to the address <http://office365.iulm.it>
3. 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](mailto:name.surname@studenti.iulm.it)
4. If you have not yet activated your licence, go back to step 2 and click on "**Activate Office 365 service**" and follow the instructions.
5. Microsoft Teams is accessible at <http://teams.microsoft.com> using the university credentials.
6. 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 their university badge or, only in justified cases, 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 university badge or, as said, 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.

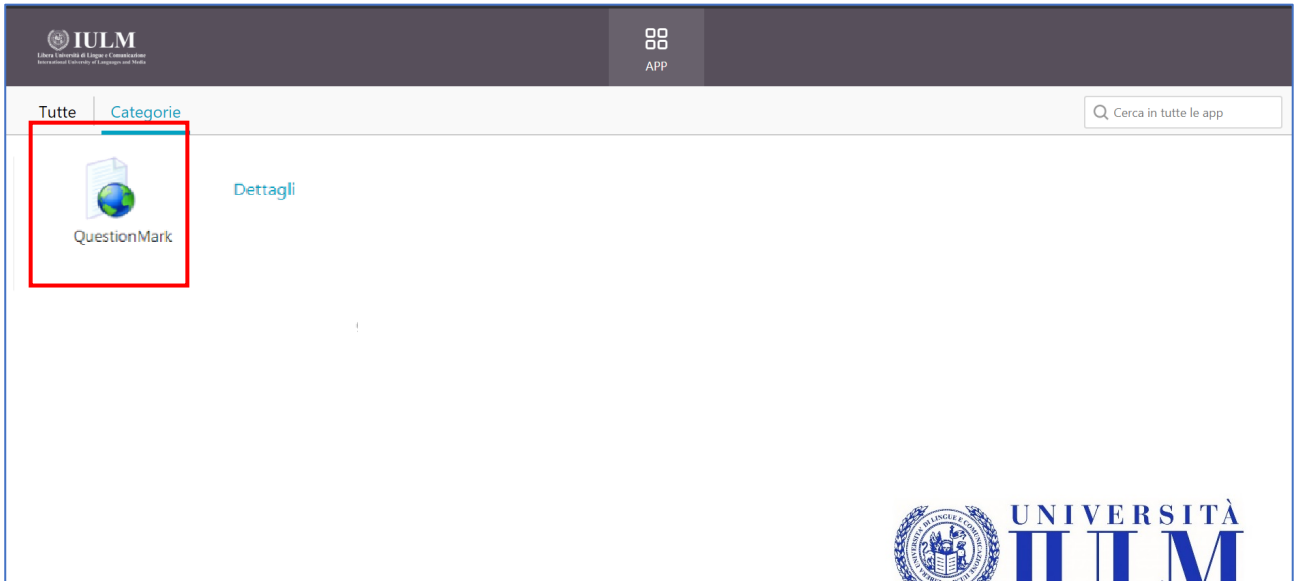
We will proceed with the identification of the individual candidate who must show the commission a university badge or a valid identity document. The teacher may note down the number of the document shown. Keep silent during the identification process.

Students who do not log in at the scheduled time will not be able to take the exam. Students without a university badge or 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**.

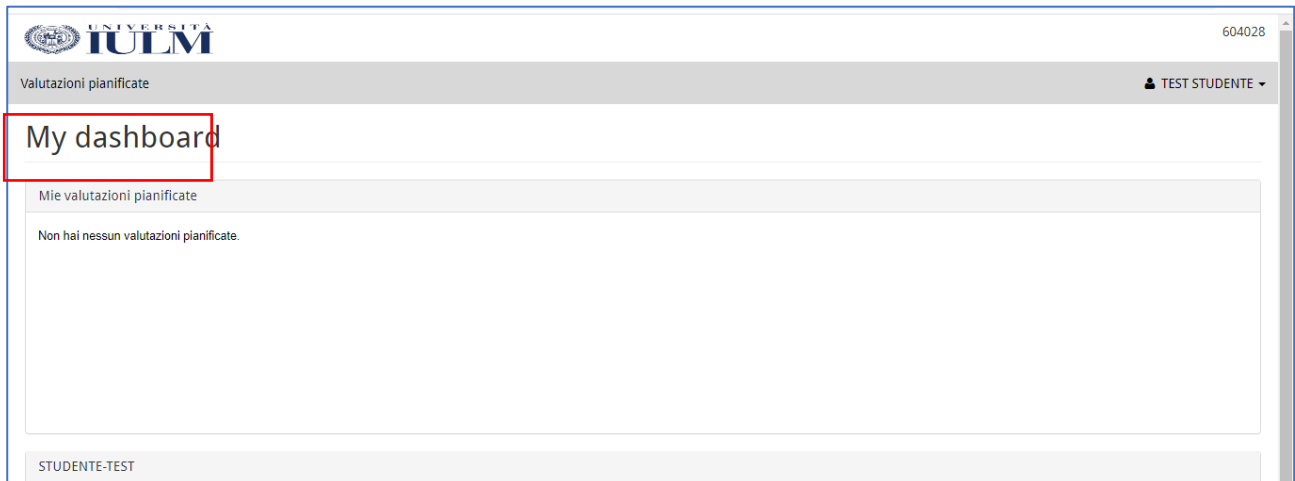
You will access the page that will allow you to open QuestionMark by clicking on the icon with the world.



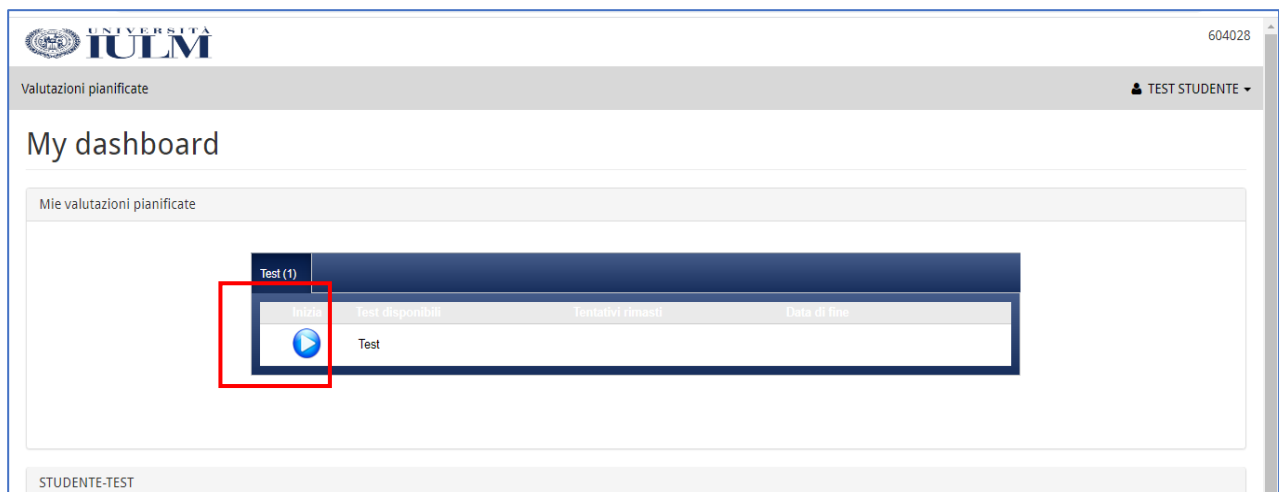
To access the exam, you must enter your QuestionMark credentials which will be communicated by the teacher before the beginning of the exam.



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

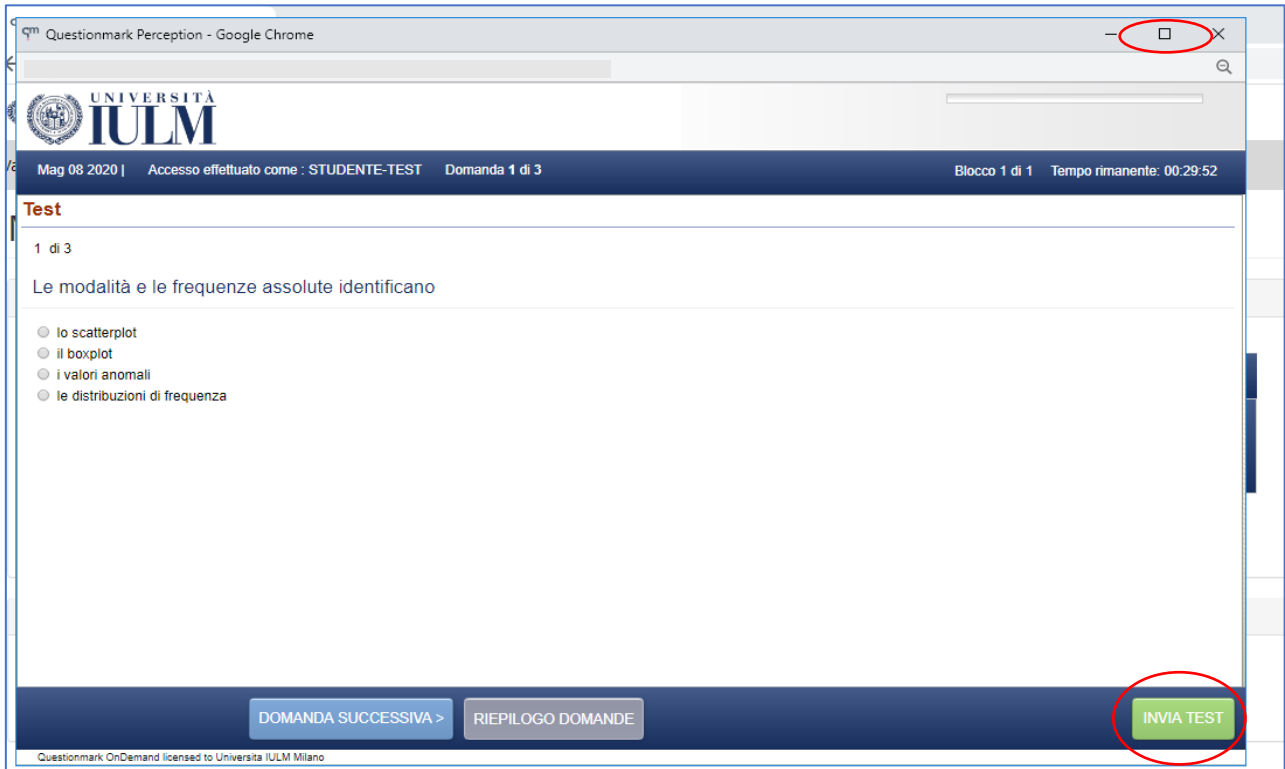


To start the exam, click on the start icon.



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.



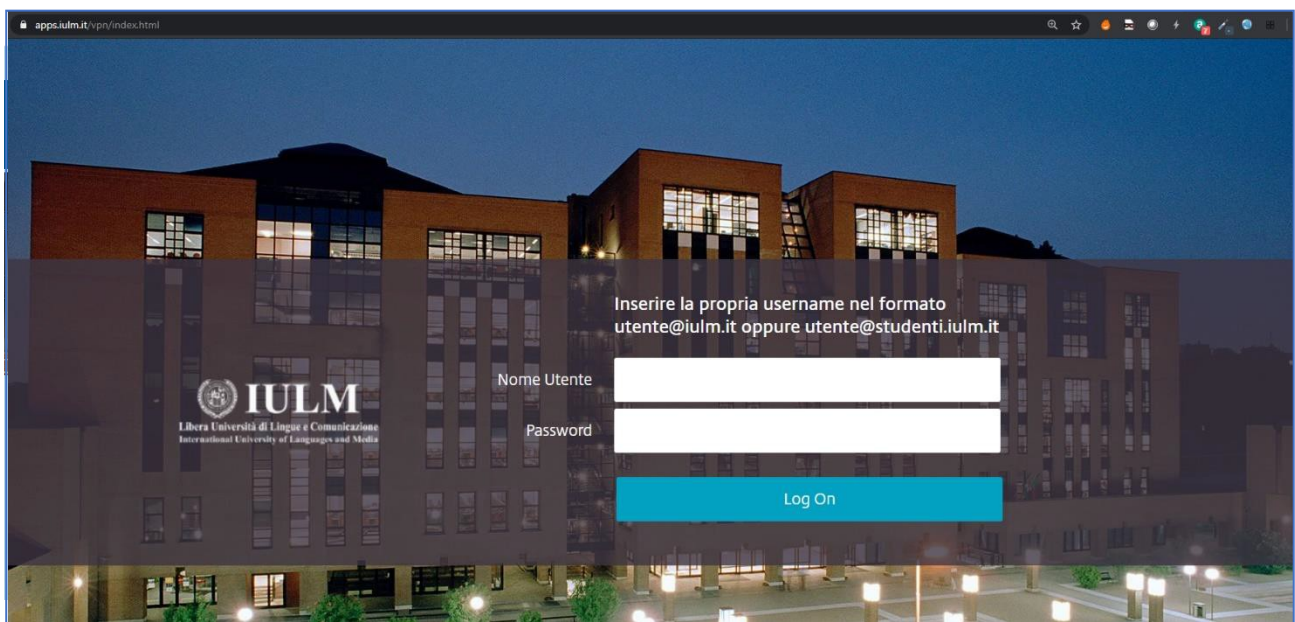
The methods of communication and possible recording of the outcome of the test are the usual ones.

## QUIZZES ON THE COMMUNITY PAGE

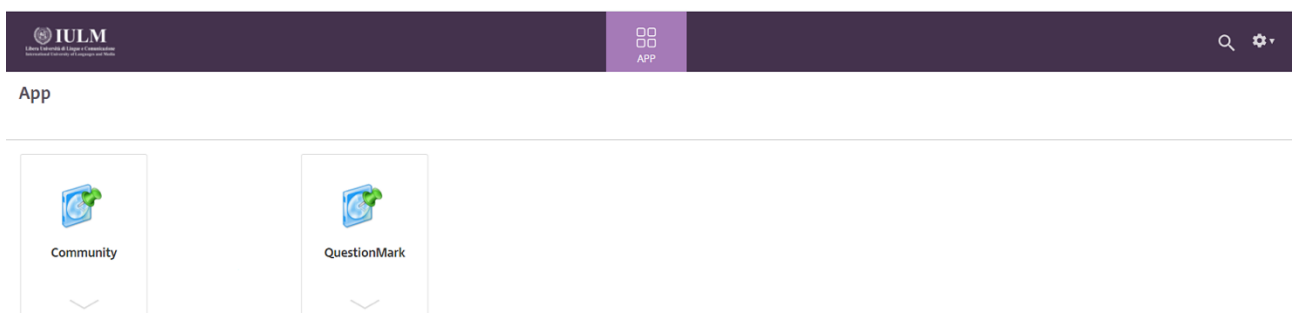
In order to take an exam this way, it is necessary to enter the Community and be enrolled in the course for which you must take the exam.

Connect to the link <https://esamionline.iulm.it> while keeping the Microsoft Teams platform active.

The following screen will open, allowing you to log in using the same credentials you use to access Microsoft Teams.



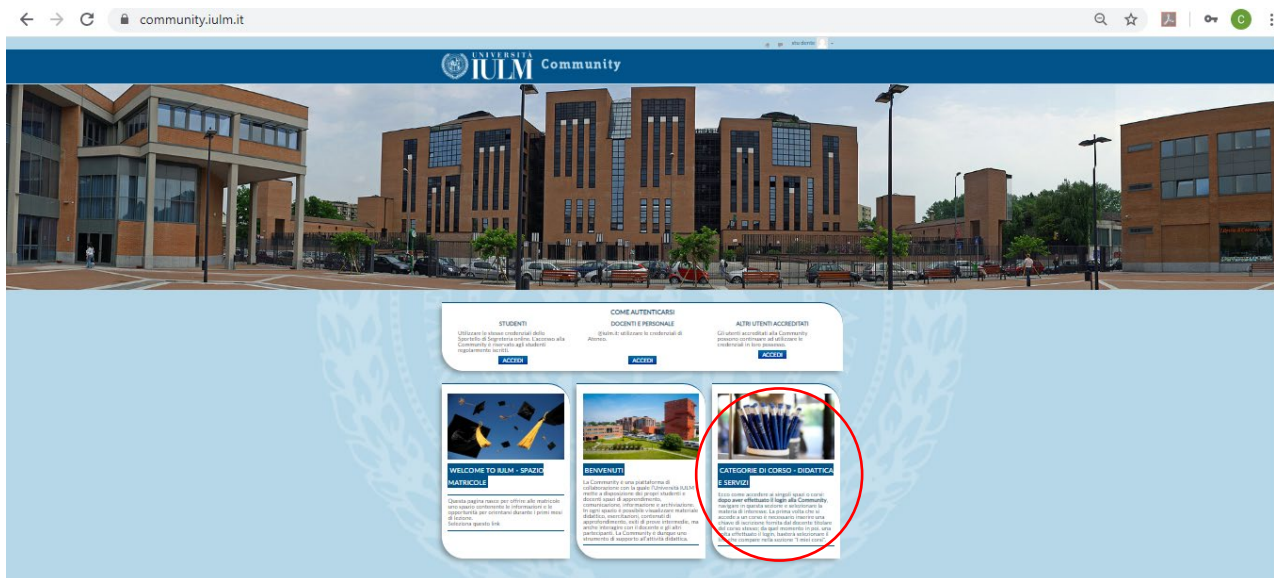
To access the Community click on Community



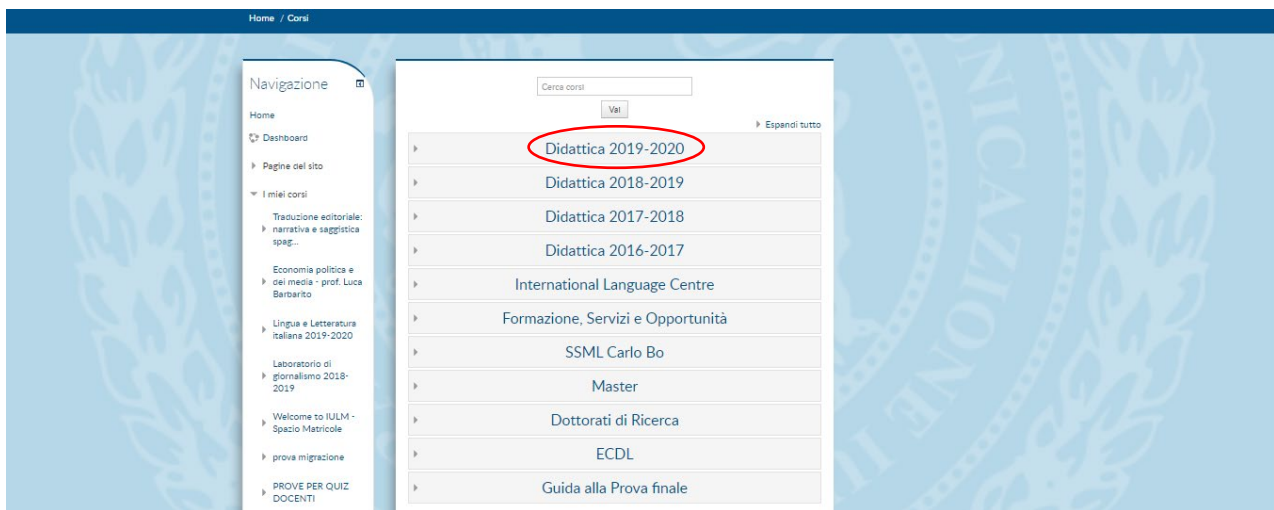
then click on ACCEDI (Login) in the STUDENTS block.

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

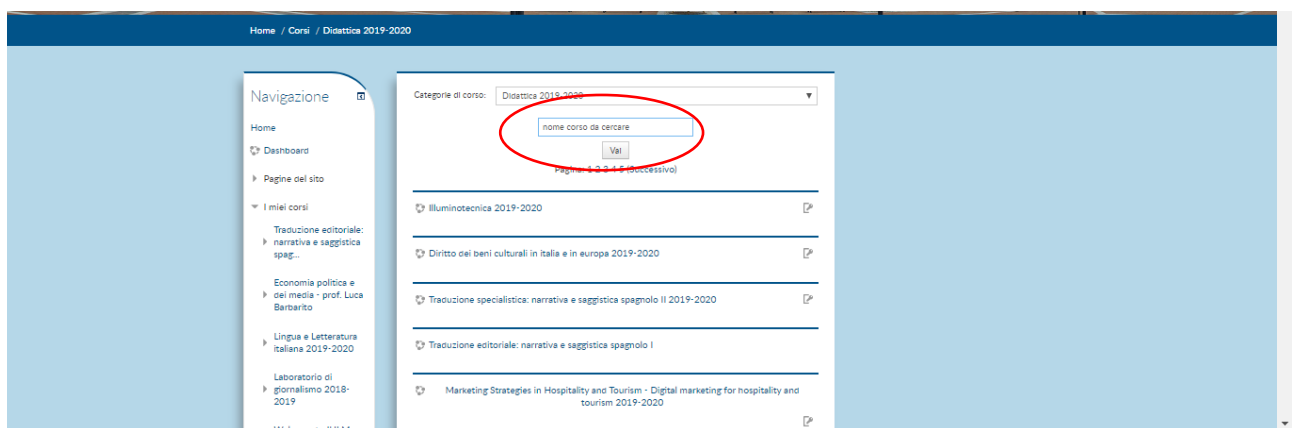
To enroll in a course after logging in click on **CATEGORIA DI CORSO – DIDATTICA E SERVIZI**



## Select Didattica 2020 – 2021



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.



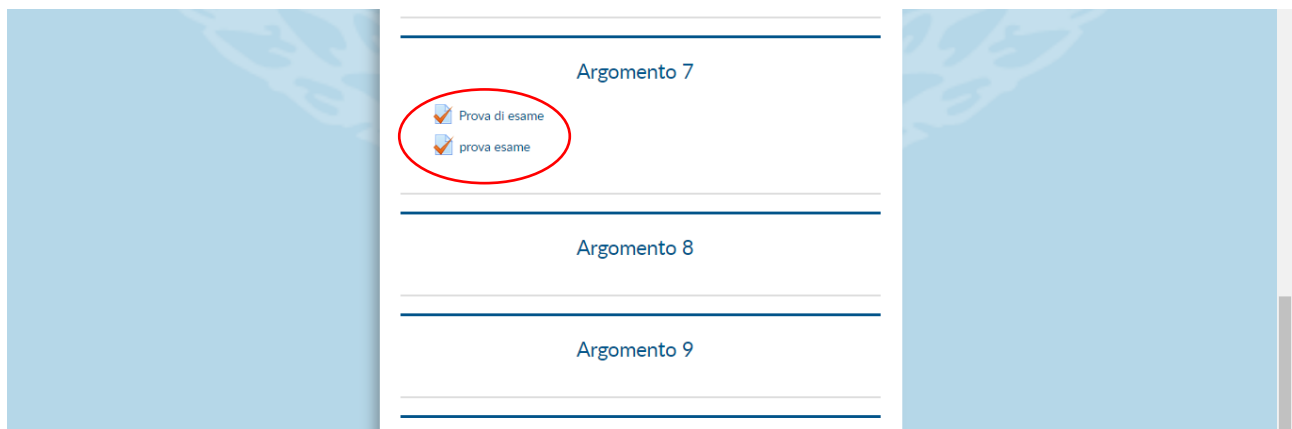
At the end of the period dedicated to the exam reservation, the Chair of the commission will communicate by email the subdivision of the students and the time of the convening of each group. **Communication will be made exclusively through the institutional email @studenti.iulm.it.**

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.

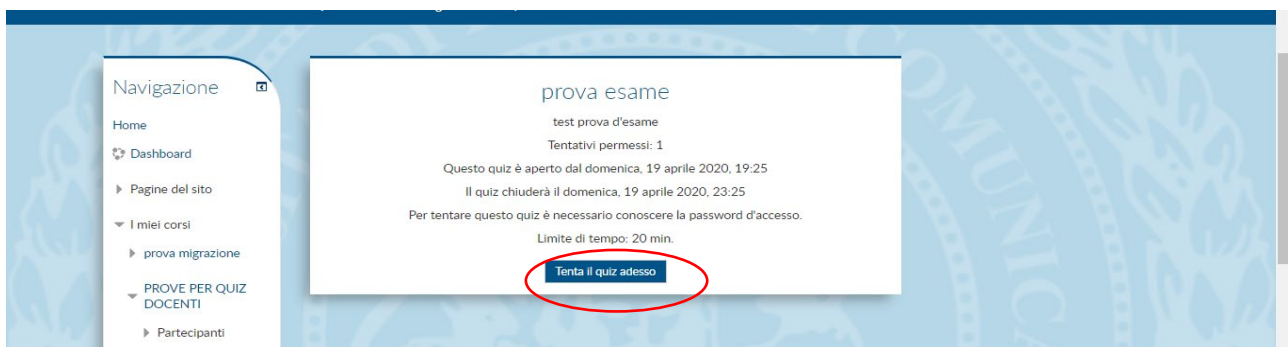
The teacher will proceed with the identification of the individual candidate who must show the commission their university badge or a valid identity document. The teacher may note down the number of the document shown. Keep silent during the identification process.

Students who do not log in at the scheduled time will not be able to take the exam. Students without their university badge or, as said, 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.**

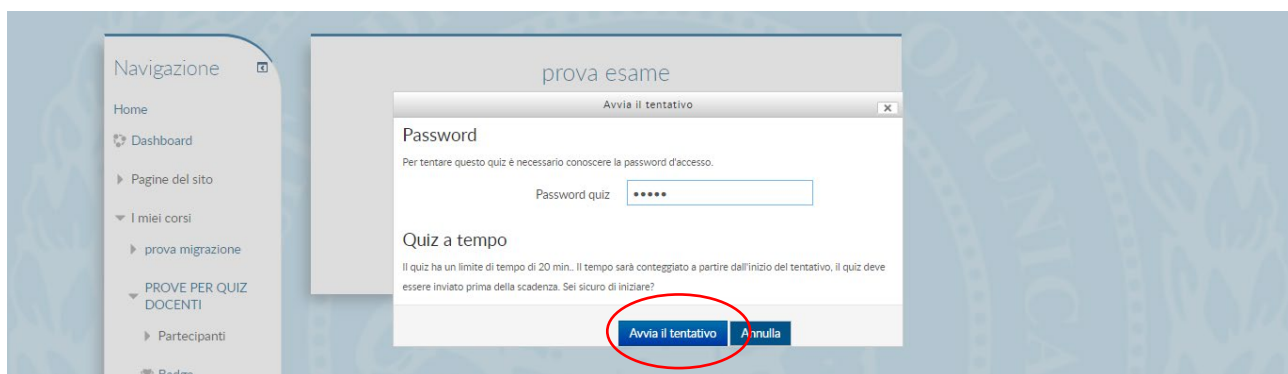
Once you have logged in the Community in order to take the exam, you must keep Teams open with microphone and video camera active and go to the course page in the section (**Argomento**) indicated by the teacher, where the exam will be available. Click on the test.



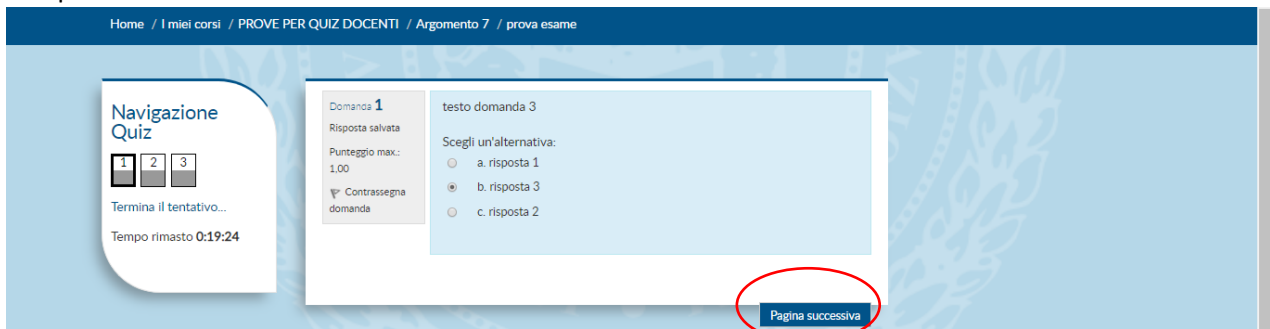
As soon as the teacher authorizes you to start the test click on **Tenta il quiz adesso**



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.



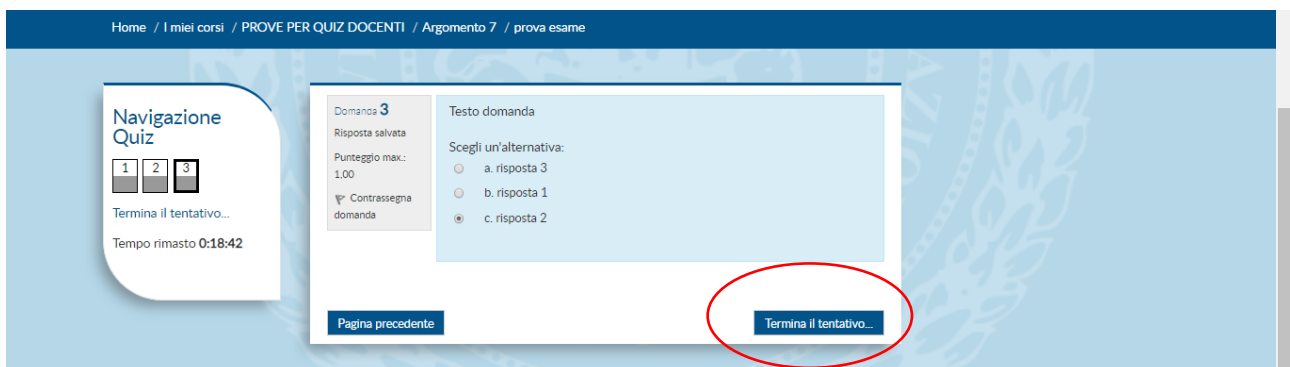
Select the correct answer and click on the **Pagina successiva**. Repeat the procedure until the questions are completed.



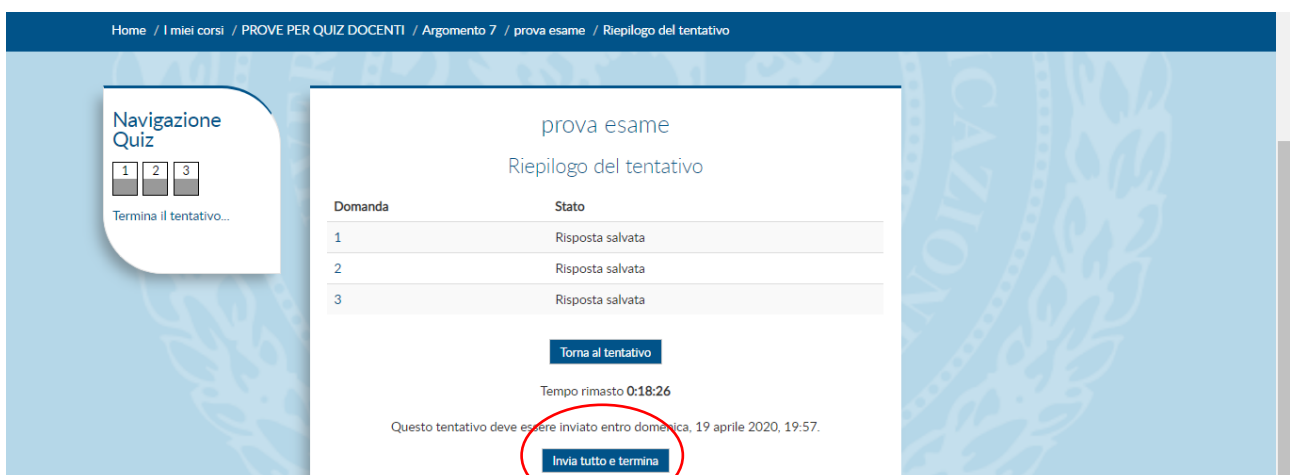
During the test, the countdown will allow you to monitor the time available.



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.



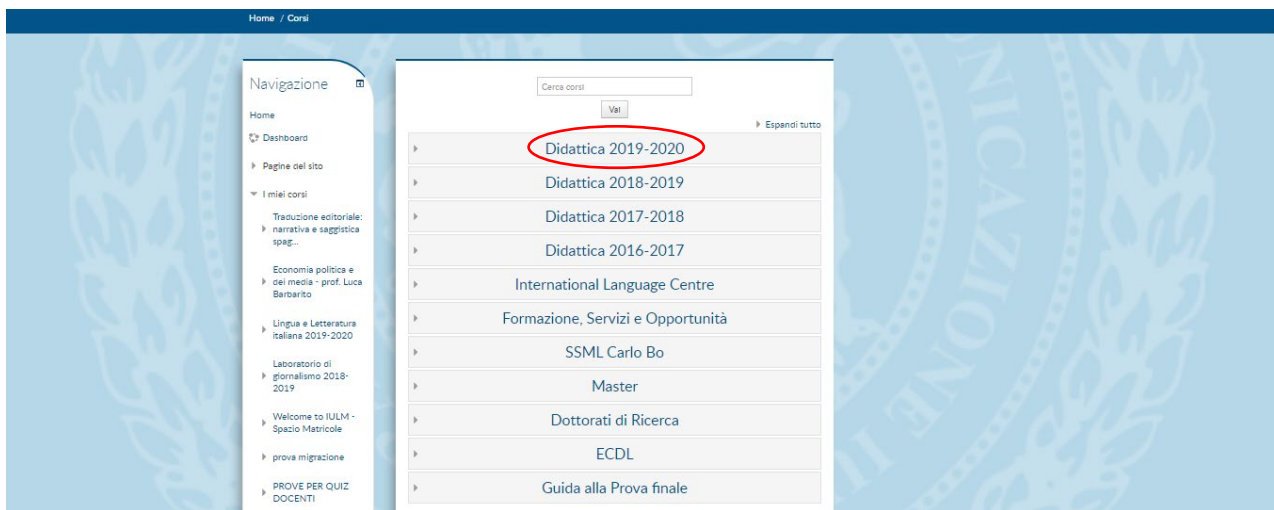
The next screen confirms that the upload was successful.



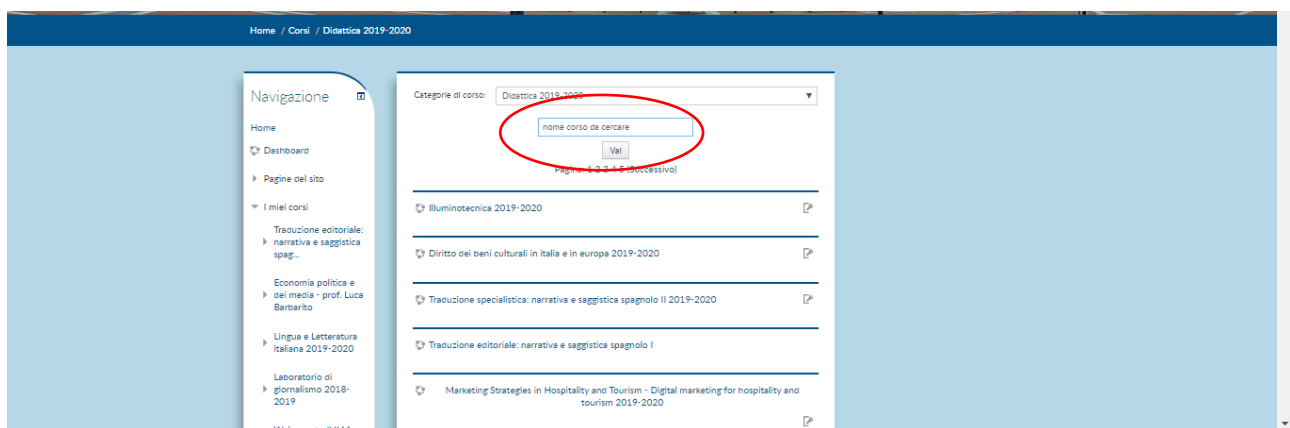
The methods of communication and possible recording of the outcome of the test are the usual ones.



## 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.

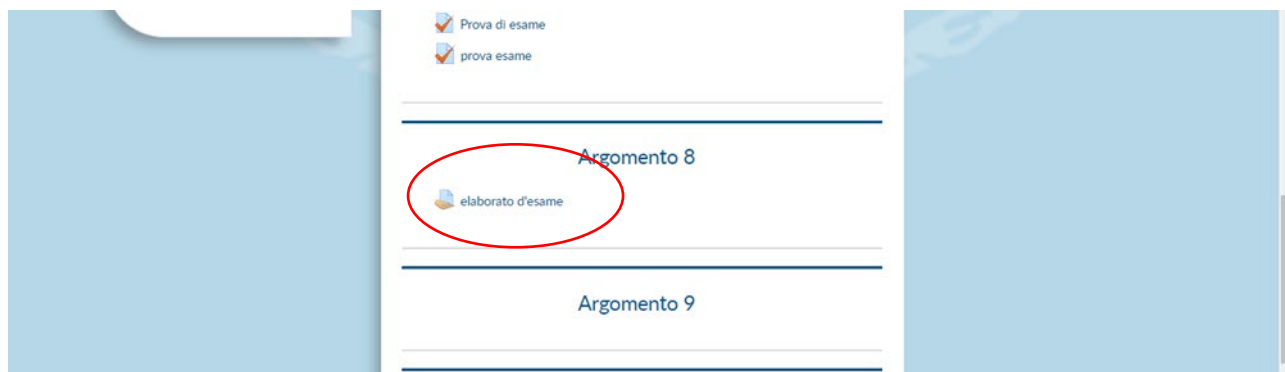
Students will be convened to Teams in groups of 30 in each commission at least **15 minutes** in advance to allow them to connect and attendance to be taken before the beginning of the exam at the scheduled time.

The teacher will proceed with the identification of the individual candidate who must show the commission their university badge or 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 their university badge or 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.**

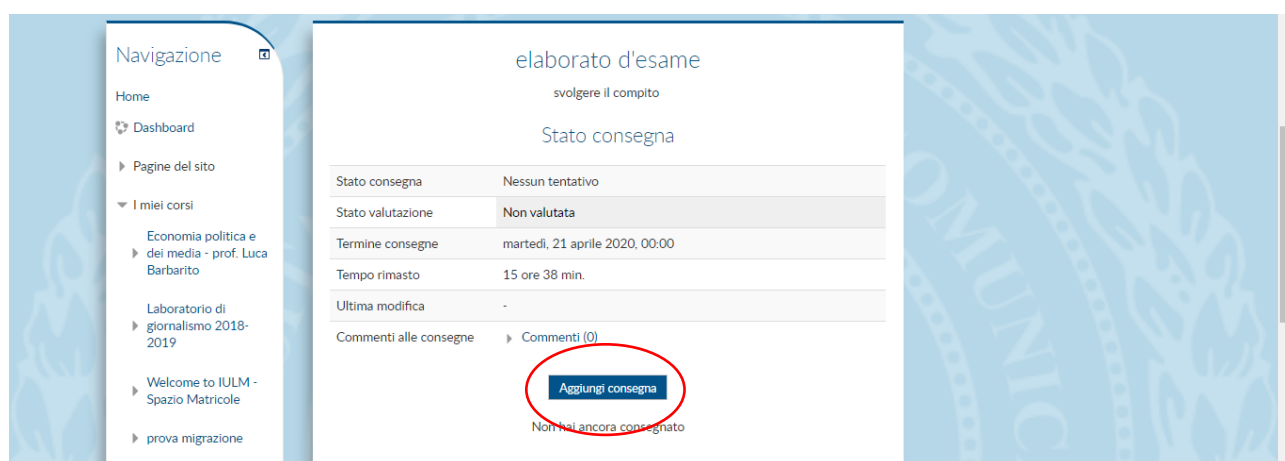
Once the identification has been completed, the teacher will give instructions on how the exam will be executed. Teachers may provide the instructions of the exam in the assignment description (by clicking on the test name the description is visible), or they may provide the student with a file with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

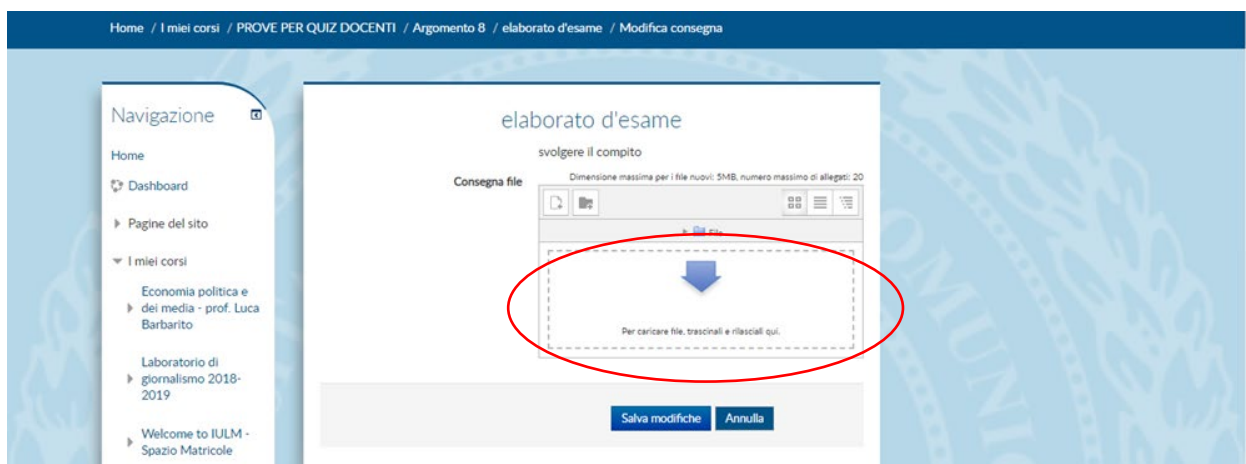


At the end of the time available for the exam, it is necessary to upload the file so that the teacher can mark it.

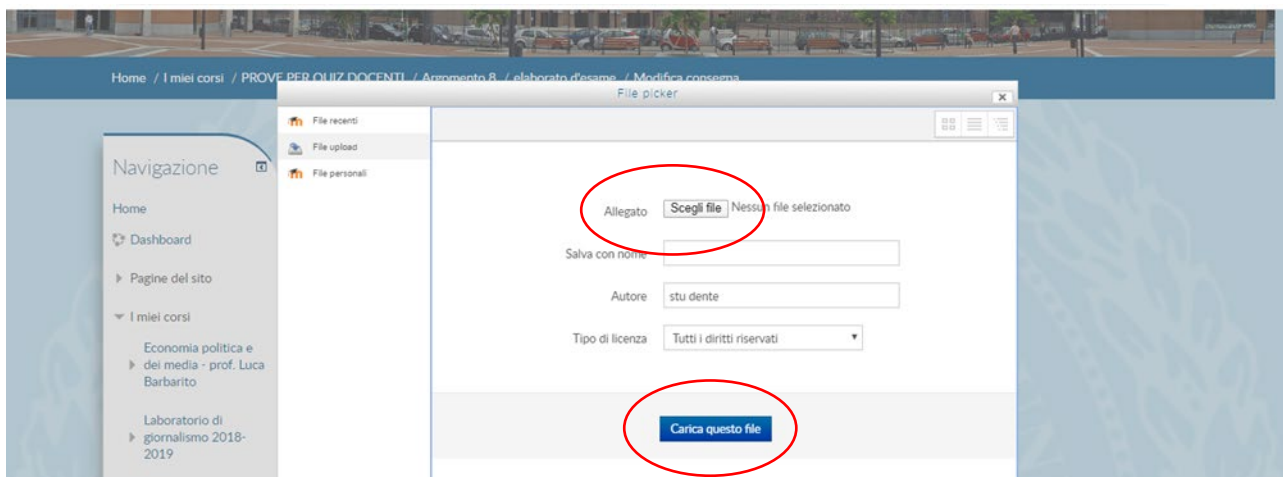
Clicking on the test's name will open the screen that allows you to upload it.



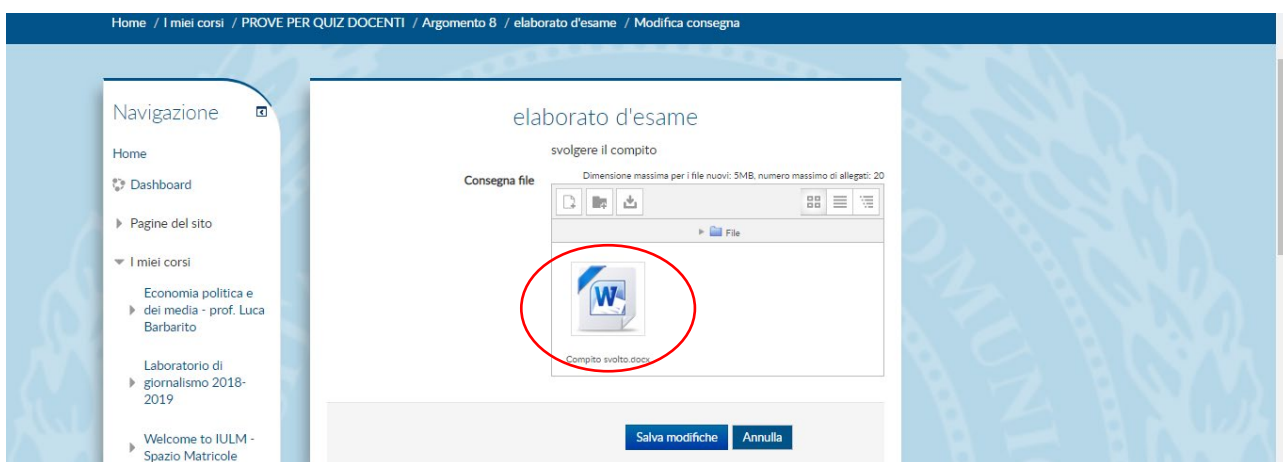
Click on **Aggiungi consegna**. In order to upload the file of the work done, simply drag it inside the space with



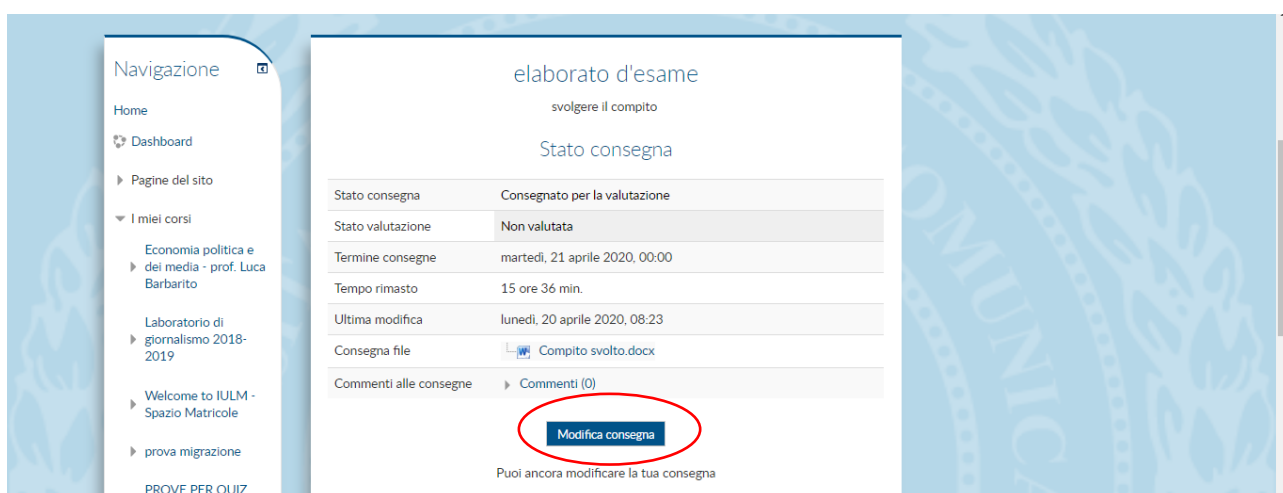
the blue arrow and release it, or click **Scegli file**, select the file to upload from your device and then click **Carica questo file**.



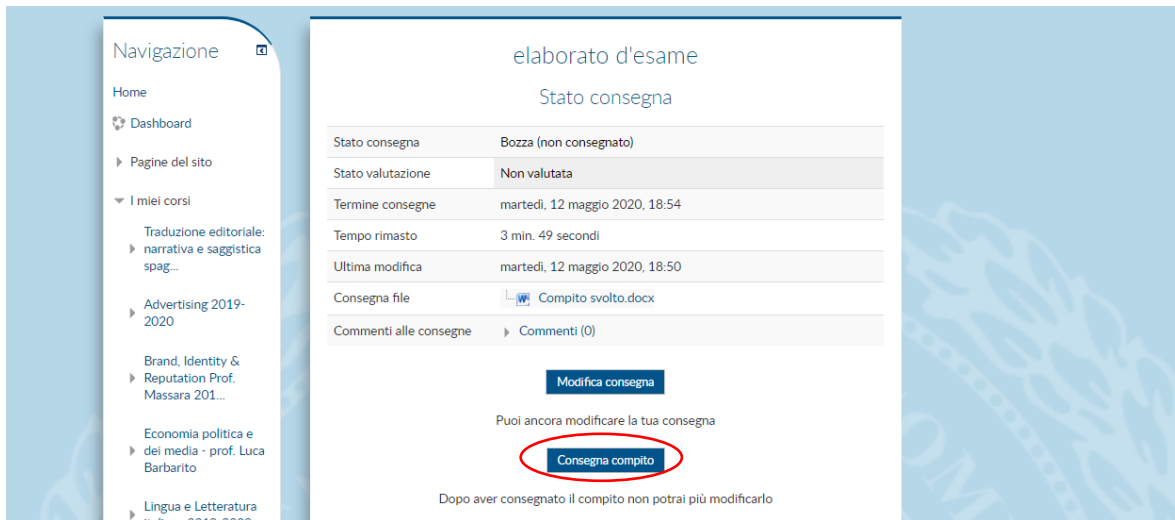
You can check whether the file containing your work has been uploaded on the next screen.



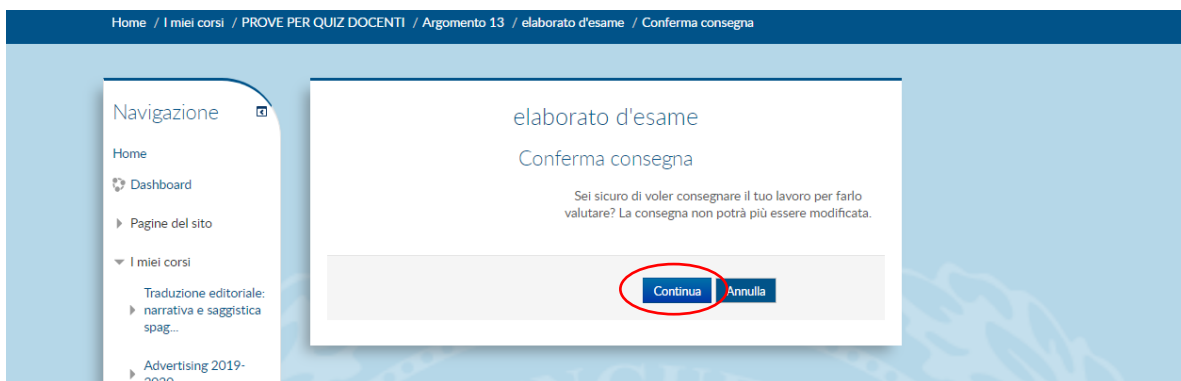
Click on **Salva modifiche**. If you are not sure that you have uploaded the correct file, click on **Modifica consegna** and repeat the submission procedure.



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.

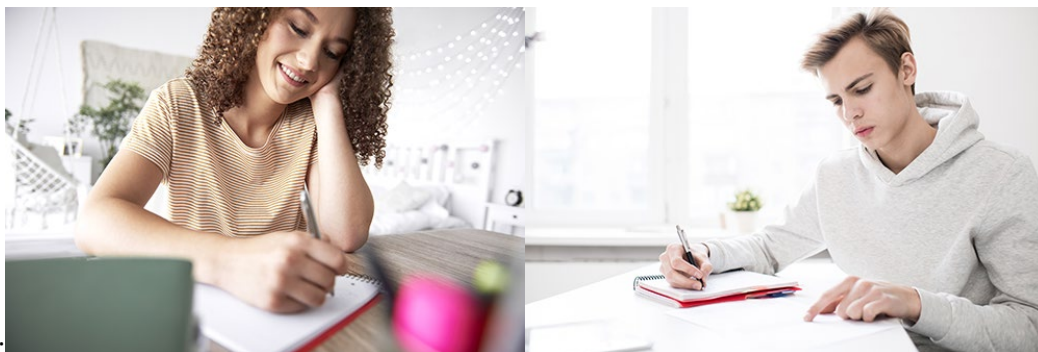
The methods of communication and possible recording of the outcome of the test are the usual ones.

## 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).

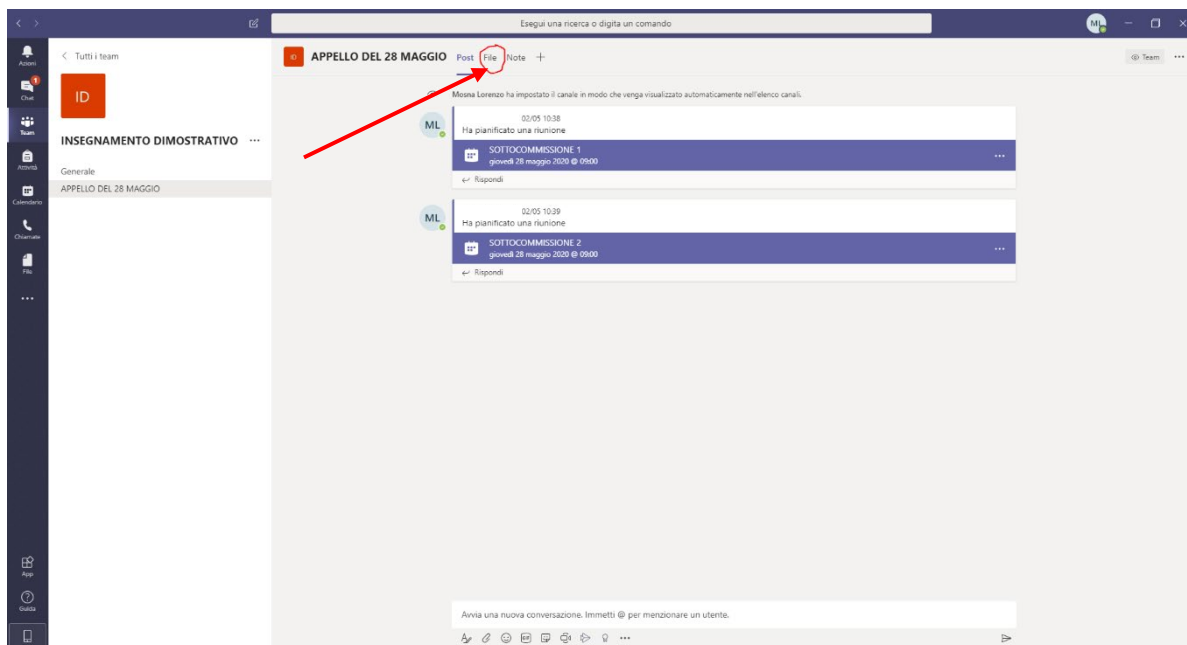
The exam station must be located in a quiet place without other people.

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 TRANSLATION

### General information:

#### - Degree course in Interpreting and Communication:

For the exams of the Foreign Language Laboratories, as per Ministerial provisions, the second 'verifica in itinere' ('ongoing test') will not be carried out. The hours of lessons not involved in the second 'verifica in itinere' will be carried out by teachers as usual, not in the form of an exam but of a lesson.

The exam relating to each linguistic laboratory of written mediation that had previously involved the performance of two tests 'in itinere' will come from the arithmetical average of the grade of the first test 'in itinere' (December 2019) and the grade obtained in the exam at the end of the course, scheduled at the **first session**, to which **all students will have access**. The exam of the written tests will last 90 minutes.

Only the students who have not carried out or have not obtained a positive assessment from the average between the test 'in itinere' held in December 2019 and the first session held at the end of May-June 2020 will enrol for the second session. In this case, the test will last 120 minutes. Positive marks linked to the exam of each individual module of the programme will remain valid. The student will have to redo only the part he/she did not pass.

**Exceptionally**, and without this constituting a precedent, students who did not pass the exam in the first session will be able to enrol for the second session.

For **Erasmus students in the first semester**, given the ministerial provision not to proceed with the tests 'in itinere', the recovery session of the first interim tests, which was not carried out because they were abroad at that time for Erasmus mobility (typically scheduled in May) will not be carried out. Students will, therefore, have to enrol in the second session and take the exam for the lessons (or part of them) not passed abroad or not fully recognised.

### Written exams of Language Laboratory:

#### - Degree Course in Interpreting and Communication

All written language laboratory exams, from grammar to translations, will be carried out by sending the text to the student's email inbox at the time of the exam; students will be able to consult the text received from their computer screen; the latter will have the video camera activated so that the student, via Teams, will be monitored. Mobile phones, tablets and other similar devices will be placed next to the computer, with the back facing up. The students, at the time indicated to them, will take the exam by writing in pen on a 'foglio protocollo' (protocol paper) sheet as required. At the end of the test, each student will scan the worksheet using the App or following the instructions given to them. Once scanned, the students will send the worksheet to the email address indicated at the beginning of the test.

### Written exams of Language Lab:

#### - Master's degree, Curriculum Specialist translation

The written exams of **Editorial Translation: Fiction and Non-Fiction** and **Specialist Translation Workshops** will be held online on the Teams platform. During the test, each student will have to keep the microphone and the video camera of his/her computer on, while having his/her mobile phone and any other electronic device (tablet, etc.) strictly off. The text to be translated and the instructions for any required comment will be sent to the students through the "Task" function of the Community in jpg format. Students can consult

the text received on their computer screen or download and print it. Students will take the exam on their computer at the time indicated, and at the end of the exam, they will hand in their essay in the same "Task" section of the Community. As regards the paper and electronic materials that you are allowed to consult, please refer to the Rules of the Language Labs 2019-2020, point 8 (Use of dictionaries and other lexicographic materials).

**Oral exams of Language Laboratory:**

- **Degree course in Interpreting and Communication**
- **Master's degree, *Curriculum* Conference interpreting**

The grade will be expressed by the arithmetical average of the grades achieved by each student through the questions received and noted by the teacher on the register. Only in cases where there are deficiencies (unavailability of grade or negative grade), there will be an exam, in the form of an interview (question/answer and/or translation to and from the foreign language), at the second **instance** of the current session.

In the event of technical connection problems with the platform used in the oral exams, the candidate may be repositioned on the **attendance** list. If it is impossible to restore any kind of connection with the candidate, the candidate will be contacted to schedule a new session. In compliance with the privacy regulations, it is forbidden for anyone to record the audio/video recording of the exam except for the consecutive and simultaneous Interpretation Laboratories, which would be carried out by acquiring the initial release issued by the student (also recorded), in order to allow the acquisition on record for any possible consultation.

## 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](mailto: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](mailto: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.

The following channels are available to request technical support for the use of Teams:

- send an email to [supportodidatticaonline@iulm.it](mailto:supportodidatticaonline@iulm.it) with the subject "Technical problems using Teams", containing the following data: name, surname, registration number, course of study, telephone contact and a brief description of the problem;
- call 02 89141 2347;
- write in chat to [supporto.teams](https://supporto.teams).

Students with learning disabilities can refer to the DiversaMente Office at [diversamente@iulm.it](mailto:diversamente@iulm.it).