

## FAQ EXAM SESSION (MAY - JUNE 2022)

**1. What is an examination session?**

The term *examination session* refers to the period of time in which course examinations are held.

**2. What is an examination call (*appello d'esame*)?**

The term *appello d'esame* refers to the date on which the examination will take place.

**3. Is the so-called *salto d'appello* rule applied?**

No, in our university the rule is not applied, so it is possible to retake an examination immediately on the next date available. There are two dates arranged for each session; in the summer session three dates are arranged, but only two may be selected in any order (i.e. 1st and 2nd, 2nd and 3rd, 1st and 3rd).

**4. When are the examinations?**

The second session, the summer session, will start on 16 May 2022 and end on Thursday, 30 June 2022. There will be 2 more sessions: the autumn session (September 2022) and the winter session (January 2023). The examination calendar is available in the *Web Agenda/Exams Calendar* section of our website ([iulm.it](http://iulm.it)). Direct link: [Agenda Web | Università IULM](#).

**5. How will the examinations for the second session (May - June 2022) be carried out?**

The Academic Senate, with reference to the second session of examinations (May/June 2022), has confirmed that they will be held "in person" (with the exception of the examinations for the ILC language courses, which will continue to be held online), unless otherwise indicated by the authorities, which may also be at very short notice depending on the evolution of the pandemic.

**6. When can I register for examinations?**

It is possible to register (and/or cancel your reservation) for an examination from 30 days and up to 5 days before the date of the exam.

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### 7. How can I register for examinations?

In order to register for examinations, you will need to log in to the *Sportello di segreteria online (University online services)*, click on *Esami (Examinations)* and then on *Appelli (Exams schedule)*. Then click on the blue icon next to the selected exam date and finally click on *Prenotati all'appello (Book your exam date)*.

Remember: In your *libretto universitario* transcript you will only be able to view examinations with dates within the next 30 days; therefore, if you need to view the complete examination calendar you will have to refer to the [Agenda Web | Università IULM](#), not to the online services desk where you register.

N.B. if you cannot find the date of an examination scheduled within the next 30 days, first make sure that you have entered it in your *libretto*. If this is not the case, you can write to [pianodistudio@iulm.it](mailto:pianodistudio@iulm.it) (but you still may not be able to enter it, as the windows for compiling the study plan are set annually by the Faculties).

### 8. I have registered for the examination: how do I apply for compensatory measures?

If you are a student with SLD or disability, you can contact the diversAMENTE office at [diversamente@iulm.it](mailto:diversamente@iulm.it) or on 02 89141 2200.

### 9. What are *in itinere* tests?

*In itinere* testing is a form of continuous assessment and may consist in tests carried out during the course in order to spread out learning and testing over the year. In most cases, it is not necessary to make a booking for these tests via the Online Services (under *Prove parziali / Partial tests*). Sometimes it is sufficient to simply turn up on the day of the test, in other cases booking via e-mail or through the Community is required. In any case, it is imperative to follow the lecturer's instructions for these tests.

### 10. What are partial (or module) tests?

Some subjects may consist of several modules, i.e. partial examinations covering a specific part of the entire examination programme. Booking is compulsory and can be done via the Online Services (under *Prove parziali / Partial tests*).

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Note: In order to record the final grade for the course, it is necessary to pass all the partial examinations included in the study plan.

### 11. I passed the exam: how do I record the grade?

- “Official” examination: the transcription is done automatically, without the need to go to the University or to access the *Online services/Results* section. Once two days have passed after receiving the e-mail with the result of the examination, students will be able to see the grade recorded in the *Online services/Student record (Carriera)* section.
- Partial test: the transcription is done automatically, without the need to go to the University or access the *Online services/Results section*.
- in itinere exam: the grade must be integrated (or recorded) by registering for an official examination.

### 12. What is a call for registration (*appello di verbalizzazione*)?

This is a call (to be found in the *Online services/Exams schedule [Appelli]* section of the IULM Online Services window) that bears the heading "*verbalizzazione media finale*" and allows you to register the final average grade obtained from the marks of the different modules taken.

Remember: in order to register your grade and thus see it in your transcript, you must register for the “appello di verbalizzazione”, if there is one (they are scheduled exclusively for courses comprising several modules, whose final grade is obtained by averaging the marks of the partial examinations). Registration for the call does not take place automatically, so the procedure outlined in point 7 must be followed.

N.B. The call does not require the student to be present at the university.

### 13. How can I refuse a mark?

Once you have logged in to the Online Services, in the *Online services/Results* section, you can refuse the mark by clicking on the icon that appears next to the grade. Please note: at this point the system will ask you to confirm your choice,

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obliging you to tick the *Refuse result (Rifiuta l'esito)* box and click on *Confirm (Conferma)*.

**14. Is it compulsory to fill in the evaluation questionnaire on teaching and academic courses in order to register for the exam?**

For your registration to be successful, you must complete the course evaluation questionnaire. You can complete it from the section dedicated to exam registration, *Online Services/Exams/Schedule/Questionnaire*, by clicking on the red icon next to each exam date selected. The green icon indicates successful completion.

**15. What should I do if I have registered for the exam, but I don't feel ready and no longer want to take it?**

Students who after registering no longer wish to take the exam are requested to cancel their registration in good time (or in any case by the deadline of five days before the exam date): it is a simple gesture, but one that expresses the special consideration owed to the entire academic community in what is still a difficult situation.

**16. I didn't turn up for the exam and forgot to cancel my registration: what happens?**

There are no reprimands, but even though you did not turn up for the exam, you will receive an e-mail stating the result of the exam (ABSENT) and therefore that exam date will be counted as having been utilised even if you did not actually turn up on the day.

**17. I tested positive for Covid-19: what should I do?**

If you are unable to travel to the University for health reasons related to Covid-19, you may apply to take the examination online. Requests, suitably and adequately documented (self-test results will not be considered valid for this purpose), must be submitted (as a rule, barring unforeseen events) within 3 days of the date of the exam by filling in the form available at this [link](#). If the request is authorised, you will be notified by e-mail and the course teacher will be informed. The arrangements for the online examination will be communicated to you directly by the course teacher.

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Note: In the event of a positive result less than three days before the exam, the University will still try to ensure that the exam can be taken online. The procedure for making the request remains the same.

### 18. I am unable to register for exams, what shall I do?

- Outstanding fees: first of all check on the Online Services pages in the *Fees and Contributions* section that there is no outstanding unpaid instalment (red flag). Remember that approximately 15 minutes may pass from the time of payment to its registration for payments made online using PagoPA, but up to 2 working days for payments made using other methods.
- Completion of questionnaires: check that the evaluation questionnaires on teaching and academic courses have all been completed.
- Examination registration already completed: please remember that it is not possible to be registered for two examinations at the same time; therefore, in the case of a 'second attempt' (I registered for the first date and I want to register for the second date because I did not pass the examination or I am not satisfied with the grade), you will have to wait a few days for the teacher to complete procedures for the registration and closing of the previous examination.

### 19. How can I tell if the examination is written or oral?

Once you have accessed the Online Services Desk, *Examinations/Schedule*, you will be able to view all the details regarding the type of examination (written or oral), with information about the time, date and classroom. The examination procedures are the sole responsibility of the course teacher and are contained in the course programme published on the website: if you have any doubts in this regard, you should contact the course teacher directly.

### 20. How can I tell if I have registered for the right examination?

On the exam calendar, available on [Agenda Web | Università IULM](#), it will be possible to check which students the exam is for (degree course, academic year, etc.).

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- 21. What documents do I need to take the examination?**  
Identification of students during in-person or online examinations shall normally take place by means of the university ID card. In limited and justified cases where the ID card is not available, teachers may accept a different valid identity document.
- 22. I have registered for the exam: what rules must I observe during the exam?**  
In-person activities are still strongly conditioned by the health situation, so to enter the University, it will be necessary to wear a surgical or FFP2 mask (covering the nose and mouth) correctly for the entire period of your time on the premises, including during the examination; it is no longer necessary to hold a green pass (with reference to regulations in force at the time of writing this document). Frequent hand washing and/or disinfection is recommended.
- 23. I registered for the exam but arrived early at the university: what can I do?**  
Priority access to the examination room will be given to students registered and called for the relevant time slot. Other students may be present, subject to the capacity of the classroom and respecting distancing rules.
- 24. I have taken the exam: can I stay in the classroom to watch my colleagues' exam?**  
You may only stay inside the classroom for as long as is strictly necessary for taking your examination: consequently, once you have completed the examination, you must leave the classroom to reduce crowding.
- 25. There are a lot of students registered for the exam: how do I know which group I am in?**  
Once registrations have been completed, in the event of exams with a large number of students, the Chair of the examination committee will divide the students into groups, who must be present in the examination room on the day and at the time indicated in the e-mail sent by the course teacher. Please note that depending on the availability of classrooms and the schedule for the exam session, examinations may also continue on the days following the first exam date (not necessarily the following day). You are therefore invited to carefully check the day, time and exam room communicated in the e-mail sent by the course teacher and to comply with

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the instructions. The order in which students are called and any division into groups will be based exclusively on the order in which they register for the exam.

**26. Where and when can I see my exam results?**

The results of exams will be available in the section *Online Services/Results (Segreteria/Bacheca esiti)*; in any case, once you have taken the exam, you will receive an e-mail from the Registrar's office with the results at your IULM e-mail address. Sometimes, especially in the case of partial exams or written exams followed by an oral exam, exam results may also be published in the Community.

**27. It has been two days since I received the e-mail with the result of the examination but I still don't see the grade in my transcript: what should I do?**

Don't worry: sometimes entering grades in your personal transcript may take longer than expected. Keep a constant check on your transcript and only in the event of a long delay (more than a week from the date of publication of the grade) remember to report it to [segreteria.studenti@iulm](mailto:segreteria.studenti@iulm) specifying the name of the course, the date on which the exam was taken, your name and surname and your student ID number.

**28. When does my partial examination grade expire?**

Once a partial module test (or an *in itinere* test) has been taken, the course teacher may set a deadline by which the grade must be recorded. Check directly with the teacher (not with the Registrar's Office, which does not deal with partial tests) as to whether a deadline has been set.

**29. What do I have to do to sit the language exams (Professional English I, II, III, IV, Languages and Culture of the Second Foreign Language)?**

For the Faculties of Communication, Arts and Tourism, the language course examinations (Professional English, second languages) will be held online, as is now the case for all their teaching activities. All instructions concerning the carrying out of online examinations are available in the guides published on the University website, in the section [Extraordinary plan for online teaching and exams](#)

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In particular, the exams for Professional English / Professional English for Tourism I, II, III exams follow a specific procedure due to the large number of students involved. Those registered for these exams will receive specific instructions by email with precise timetables.

For further clarification you can contact the International Language Centre on 02 891412441 or by sending an email to [ilc@iulm.it](mailto:ilc@iulm.it).

**30. How can I register for the SSML CARLO BO workshop examinations?**

The management of the SSML Carlo Bo Workshops is slightly different, so we suggest you consult the Regulations: [Interpreting and Communication](#) and [Specialised Translation and Conference Interpreting](#), in the section *Laboratori*.