

ONLINE EXAMS

Written Exams

Academic Communications and Services



WRITTEN EXAMS

1. Technical requirements – exams with Respondus

For online written exams, Bocconi University has adopted the tools **Respondus Monitor** and **LockDown Browser**, both accessible from the **BBoard elearning platform**.

LockDown Browser is a native application compatible with desktops and laptops with **Windows** (versions 7, 8, 10 - [details](#)) and **MacOS** (MacOS 10.12 or later - [details](#)) or with **iPads** with iOS 11.0+ ([details](#)).

The application for desktops/laptops and iPads **can be downloaded**, only after reading and accepting the privacy policy for online exams (see paragraph 2), and **completing the "Demo - Tech Exam" available in BBoard** - Online Exams section.

The LockDown Browser installation requires:

- at least **120Mbytes** of free disk space
- a **webcam** (internal or external) and a **microphone**

As some antivirus programs may conflict with the LockDown Browser application, make sure you test it and, if needed, please temporarily deactivate your antivirus for the time needed for the exam.

Regardless of the device used, a **broadband internet connection** is needed.

We inform you that it is possible to connect the device in the following ways:

- DSL/fiber optic (recommended)
or
- connecting with a 4G mobile device in tethering mode.
In this case, make sure you have enough Gbytes for several hours of video streaming. You can check your internet speed at the following link:
<https://speedtest.garr.it>.

Once downloaded and installed, the application will ask you to log in using your institutional credentials (student ID number and password).

NEW! Important: In order to correctly complete online exams, please remember that Respondus must be updated to the latest available. We invite you to ensure that the **last version of Respondus is installed** on your device.

If it has not been installed, please complete the update by following the instructions below:

- access Respondus;
- in the tool bar, click on the icon "i" (Windows) or on the globe icon (Mac);
- select "Check for newer version".

For assistance of a technological nature, please contact Help&Contact in the section Services & Technologies > Technical requirements for online exams.

2. Exam Procedure

On the days leading up to the exam, students must:

- **Carefully read this document and consult the document with the technical requirements** for taking written exams (paragraph 1).
- **Read and accept the privacy policy**, if they have not already done so, in the yoU@B Student Diary on the topic of online exams.
- **Make sure they have the required tools:** laptop or tablet with connected webcam, microphone and stable internet connection (to see if the internet speed is adequate, a 'speed test' can be performed in advance - <http://speedtest.garr.it>).
- **Test the "Demo-Tech Exam" available on BBoard** (Online Exams section) **using LockDown Browser**, to familiarize themselves with the environment in which the exam will be held and to verify that their technological equipment functions properly. "Demo-Tech Exam" allows 3 possible types of online exams to be tested: oral exams, written exams with Respondus Monitor and written exams without Respondus Monitor; the last case can be used to test submission of an individual assignment. Regardless of which type of exam comes first chronologically, all 3 exam methods should be tested.

A desk providing first level tech support is also available, which can be contacted if problems are encountered during the "Demo-Tech Exam" and for any questions on the equipment required (Help&Contact in Services&Technologies > Technical requirements for online exams). For more information related to online exams, see the "Support and Assistance" section of this document.

Completing all the procedures accompanying the exam ("Demo -Tech Exam" and any requests for support) will minimize the chance that problems may be encountered preventing the online exam from being taken.

Students who do not have adequate IT equipment will need to take the exam on another date scheduled on the exam calendar, upon registration for the exam and in any case after acquiring the required IT kit.

Shortly before the exam

One or two business days before the date of the exam, in the 'Exams' widget – 'Breakdown of students in the classrooms' section, **students who are duly enrolled in the exam** will receive a communication of the date and time the exam will be held.

- As soon as the notification is available, students will be able to access the link to the exam by clicking on the name of the course in the Online Exams section in BBoard, with all the information necessary for taking the exam and a link to the "Demo –Tech Exam." Students are encouraged to test the Demo if they have not already done so and in any case should once again check the adequacy of their IT tools.

On the day of the exam

- **Students** should access the exam code in the Online Exams section in BBoard at least **15 minutes before the time indicated** for the exam.
- The faculty member activates the attendance procedure.
- **Students** record their attendance in the Attendance section of the menu My Exam.
- After assessing that students have completed recording their attendance, **the faculty member** starts the exam by clicking 'Start exam' in BBoard. This action will enable the exam only for students present at that time and will disable the exam for students who are absent from the exam. After the exam has started, students who arrive late will not be able to access the exam.
- **Students** access the exam from the Written Exam section of the My Exams menu.

During the exam

In order to correctly start the exam, **students must**:

- position themselves at a proper distance from the camera so they are framed correctly (head and shoulders);
- check that the lighting of their workstation allows their face to be seen correctly;
- refrain from using headphones/earbuds.

In addition, if the exam is being held with Respondus Monitor, following the instructions provided by the system, students must:

- allow their identity to be verified by showing a valid ID (ID card, passport or Bocconi student ID card) to the webcam;
- consent to their image being recorded;
- allow a visualization of the surrounding environment: they will be asked to show the environment where they are located by framing it with the camera (it must be framed by rotating the device 360 degrees).

Important: During the identity verification phase, the face should be framed first, followed by a valid ID (Bocconi ID card, ID card or passport).

If, for any reason, a student fails to show the ID correctly when requested by the system, he/she will be required to show it to the webcam for a few seconds, as steady as possible, during the phase in which Respondus requests a 360-degree framing of the surrounding environment.

In the event it is determined that the above steps were not completed or are incomplete, subsequent appropriate actions will be assessed, including the invalidation of the exam for the student in violation.

For the exam to be properly conducted and for the entire duration of the exam, **students must:**

- maintain a distance from the camera that allows them to be recognized and framed correctly (head and shoulders);
- refrain from using headphones/earbuds;
- refrain from using any notes, books or technological tools unless expressly permitted by the Examining Board;
- ensure that other people are not present near the workstation where the exam is being taken;
- refrain from interaction of any nature with other people (talking or writing messages is not permitted);
- avoid looking away from the screen; if the Examining Board has authorized use of paper for calculations and annotations, the computer must be positioned as much as possible so that the area in which the paper is kept is also part of the frame;
- follow the instructions provided by the faculty member for uploading assignments to BBoard if required;
- implement what is requested by the faculty member for the proper conduct of the exam.

Also in this case, if it is determined that the above steps were not completed or are incomplete, subsequent appropriate actions will be assessed, including the invalidation of the exam for the student in violation.

IMPORTANT

Students who experience significant issues regarding internet connection/functioning of the platform during exams (e.g. Respondus browser fails to open, problems with internet speed, getting disconnected, etc.) should immediately contact the Exam Desk, a tech support desk, at the number +39 02 8721 1193 in order to resolve the problem, where possible, and in any case to document the report and the duration of the interruption.

To report that possible technological problems encountered have had a significant impact on the exam, students must use the **Help & Contact** procedure **immediately after the end of the exam** (exclusively in the EXAMS section > Online exams – Exam day > I had difficulties during the exam, what can I do? > Contact the Relevant Office), reporting:

- course code, course name, virtual room and date of the exam;
- detailed description of what happened;
- where possible, proof of the issues encountered (e.g. screenshot of the error screen, message of the error encountered, etc.)

Staff will examine and assess the case, using the findings submitted and provide a report to the course coordinator faculty member.

Reports sent in compliance with this procedure will be given priority. All reports received through other channels and methods may not be handled in time for the issue to be dealt with. The procedure described above should therefore be **strictly followed**.

Important: After completing the test, a text box will appear in Respondus where students can include any feedback. Please note that what is reported in this box will not be sent to the appropriate offices at the University, but will only be forwarded to the proctoring software for statistical purposes. Any issues must be submitted to Help&Contact following the instructions provided above.

At the end of the exam

At the end of the written exam with Respondus, **students** must stay online until the end of the time assigned for taking the exam, without clicking the "Save and Submit" button. When time expires, the system will automatically close the exam and submit it to the Examining Board. We therefore encourage students not to click on "Save and Submit".

Withdrawing

Students who wish to withdraw may do so only after waiting for the time assigned for taking the exam to expire and immediately after the end of it. They must go back to the Attendance section of BBoard where they confirmed their attendance and declare their intention.

Upon successful withdrawal, a confirmation email will be sent to the student's university email address.

In the absence of a confirmation email, the withdrawal will not be recorded and the exam will be delivered to and corrected by the faculty member. We encourage students to check they have received the confirmation email.

Important: Any issues that may emerge during the withdrawal phase must be communicated **immediately after the end of the exam** through the following procedure available in Help&Contact: **Exams > Online exams – Exam day > I encountered some difficulties during the withdrawal phase. What can I do? > Contact the Department**, typing the code of the exam.

Communication of the grade

Students:

- will receive a notification of the outcome of the exam in yoU@B, according to the usual communication timelines.

Support and assistance

Assistance before an exam

For assistance of a technological nature before an exam, students can contact the Exam Desk, a tech support desk through the Help&Contact procedure in the section Services & Technology > Technical requirements for online exams.

For other types of assistance before the exam, students can write to Help&Contact in the section Exams > Online exams - Before the exam.

Assistance during an exam

For technological difficulties during start-up or during the test (e.g. Respondus browser fails to open, problems with internet speed, getting disconnected, etc.), students can contact the dedicated support service by calling the Exam Desk at the number +39 02 8721 1193.

Assistance after an exam

For problems encountered during the exam that have had a significant impact on the exam, students can report what happened in Help&Contact in the section Exams > Online exams – Exam day > I had difficulties during the exam, what can I do? > Contact the Relevant Office, according to the procedure described in the 'During the exam' paragraph of this guide.

Any issues that may emerge during the withdrawal phase must be instead communicated through the following procedure available in Help&Contact: Exams > Online exams – Exam day > I encountered some difficulties during the withdrawal phase. What can I do? > Contact the Department, typing the code of the exam.

Reports must be sent immediately after the end of the exam.

3. Exam Review

Exam review has an educational objective and aims to enable students to understand the mistakes made and assessments received.

Three methods for carrying out exam review have been established. These may be adopted at the discretion of the faculty member and are closely connected to the method in which the faculty intends to correct the exam.

Types of exam review that can be adopted:

- a) **With individual feedback on BBoard** – i.e. by consulting the answers provided directly within the exam on BBoard, in the exam’s virtual room, so that each student can self-evaluate the exam.
The correct answers and the exam will be available on BBoard on the date set for exam review.
- b) **By uploading the exam answers** – i.e. by consulting a PDF file containing the solutions to close-ended questions and/or an outline of answers for open-ended questions on BBoard, in the exam’s virtual room. Each student will have access their exam in order to compare their answers with the solutions or outlines. The solution and the exams of individual students will be available on BBoard on the date set for exam review.
- c) **Through office hours** – i.e. by participating in remote office hours with the faculty member through Collaborate, Microsoft Teams, Skype, etc. In this case, the faculty member will set up online office hours, during which the reasons underlying the assessment will be clarified.

Each faculty member will choose one of the three methods for exam review described above. The method will be communicated when communicating the results of the exam.