Digital Examinations at the Faculty of Health Sciences

Students' Handbook

Contents

How to use this handbook

This handbook is a guide that you, the student, need to familiarise yourself with before you sit a digital exam on site.

As a minimum requirement, you need to be aware of the content under "Guidelines" and "If something goes wrong…", as well as the specific program used for your digital exam (see your study guide). The handbook also contains a number of links where you can find more specific information, such as images and videos and how to get help.

You are welcome to bring the handbook with you to the exam – but of course you must not write any notes in it.

Please be aware that the handbook is updated on an ongoing basis. The current version will always be available on the faculty website: http://www.sdu.dk/Om_SDU/Fakulteterne/Sundhedsvidenskab/Studerende/Digital_eksamen

Happy reading!

Introduction

This handbook contains various advice, guidelines and rules that are relevant to you as a student of the Faculty of Health Sciences.

You are personally responsible for making sure that you have sufficient information in order to complete the digital exam. This handbook, supplemented by the module-specific information on E-learn, will provide a good introduction to the information you need, and we strongly advise you to read it thoroughly. A summary of the handbook in the form of a guidance paper will also be available at each digital exam site.

Guidelines

In the section that follows, you can read about the existing guidelines for digital exams at the University of Southern Denmark. Note the references to the general exam rules which remain in effect, and to the other links.

Before the exam

Thoroughly familiarise yourself with the information material – both the general guidelines and the exam-specific conditions (including which program you will use to sit the exam).

You are personally responsible for familiarising yourself with the arrangements that are relevant to your exam!

You must use **your own** computer (and other technical equipment – except a printer) for the digital exam. You are personally responsible for setting up your computer and other equipment and for ensuring your equipment is fully functional throughout the exam. Please note that students are not allowed to share equipment during the exam.

If you are **unexpectedly** prevented from using your own computer during the exam, you must contact IT-service: servicedesk@sdu.dk at least a week before the test and inform them that you have to borrow a computer.

Note that there must be significant reasons for you to borrow a computer, and you can **not** borrow one, just because you do not want to use your own.

Some exams require you to be able to draw graphs, equations, graphic characters, etc., which are easier to draw by hand. You may be required to digitise your handwriting. If the

use of a digital pen or handheld scanner is necessary, it is your own responsibility to provide these tools.

Mobile phones must be handed in to the exam guards and turned off <u>before</u> the exam starts! This includes tablets and etc. too. If your phone or tablet is not turned off during the exam, it is basis of suspension from the exam. If your unit cannot be turned off, you **<u>cannot</u>** bring it to the exam.

It is important that you prepare and test your equipment **at least one week before the exam**:

→ Your computer must be working and must be capable of connecting to the Internet via the Eduroam wireless network (if relevant during the exam). You may only connect to Eduroam during the exam.

→ Your computer must be capable of running the program the exam will be conducted in – you can find out which program you will have to use in the module-specific exam information on E-learn and you can read about the actual programs in this handbook.

→ Your computer must have all pop-up programs (Skype, Messenger, etc.) blocked so that these do not start automatically during the exam.

→ For exams with aids (notes) allowed: Do **not** bring your tablet / iPad. If you have any notes on your tablet, you must transfer these onto the computer you will be using **before** the exam begins. If you use a borrowed computer, your must transfer your notes to an USB, which you must bring on exam day.

<u>You must been in the examroom one hour before the exam begins. 15 minutes before the exam starts, the doors to the examroom will be closed and you will not be allowed to enter the room if arriving thereafter.</u>
IT service will be available approximately 45 mins before the ordinary exam begins, and approximately 30 mins before re-examination. Setting up your computer is your own responsibility, and you are not allowed to share equipment. It is important that you test your equipment when you set it up. Each workstation is equipped with a power point (230 V) for a three-pin plug. You must provide any other power points (an extension cable at least three metres long), cables, etc., yourself.

Before the exam begins, your computer must be connected to the Eduroam wireless network, and you must have downloaded and started the program the exam will be conducted in.

IT Service will assist when possible, but it is your own responsibility to ensure that your computer and the programs on it are working before, during and after the exam. Meaning that you cannot expect any help with set-up, operation, troubleshooting, etc. However, you may call IT Service if you have problems, but if several people experience problems, IT Service cannot guarantee that they will be able to help everyone. The best way is to ensure that your computer has access to the Eduroam wireless network (in case you need it) and to have downloaded and tested the program the exam will be conducted in (your module's E-learn page will tell you which) in plenty of time before the exam.

If you have a dispensation from the student board you must bring it to the exam, including any specific documentation. These papers must be shown to the exam guards. If you have a dispensation to use special furniture that requires a "removal man", you must inform the Service Area at 3900@sdu.dk at least eight days before the exam.

During the exam

During the exam, please be aware of the following:

→ **Aids:** If the exam is without aids, this will also include all types of activity on the Internet outside the browser/program in which the assignment is to be completed. Meaning that you are not allowed to use Facebook, Dropbox, Messenger, iCloud, Google Drive or other websites at any time during exam – it is also your responsibility to ensure that these programs do not 'pop up' during the exam. The university has the ability to monitor network activity on your computer during the exam, and if any programs or websites are opened that are not permitted under exam conditions, this will be regarded as cheating. Furthermore, you must not communicate or exchange information with anyone other than the exam guards during the exam. You also have a shared responsibility for ensuring that your actions cannot be misinterpreted as cheating during exam!

→ **IT equipment:** You must bring your own computer and other equipment, and this must be set up and tested in advance before the exam begins. However, you may not bring your own modem (not even via smartphones) or printers.

→ **Backup and security copy:** In short – save frequently! During the exam, you have the responsibility for saving your work as often as needed, including creating backup copies, unless it is an automatic part of your system's functionality. If you do lose data (if text dissapears), because you have omitted to make backups, you will have to complete the exam despite any loss of data.

→ **If something goes wrong:** There is a lot you can do to prevent things going wrong during the exam. Make sure your computer is up to date, fully functional, works with the programs that the specific exam uses and capable of connecting to the Eduroam wireless network in plenty of time ahead of the exam. Nevertheless, if your computer encounters problems during the exam, the first thing you should do is note the time, move away from your computer and call an exam guard. Under the exam guards supervision, you can try to fix it yourself – e.g. if the problem means you need to reboot your computer. It is important not to start rectifying problems on your computer without informing the exam guard. If you do, the exam guard might misinterpret your actions as cheating in the exam.

→ **Cheating on exams:** If you use any aids other than those permitted, like communication with anyone other than the exam guards, access social media, chat forums, file sharing services etc. on the Internet (the University can monitor your network activity during the exam), or in any other way plan or carry out actions that could give you special advantages in the exam situation, this will be regarded as cheating in the exam. The ultimate penalty for cheating in the exam is expulsion from the University. Read more here:

  - *Examination regulations at SDU*
  - *Cheating in exams*
  - *Good academic practice – handling sources and avoiding cheating in exams (in Danish)*
  - *Rules on disciplinary measures against students at the University of Southern Denmark (in Danish)*

After the exam

When you have completed the exam, you must submit it. The technicalities of this will vary depending on the program used to conduct the exam. You can read about this in the module-specific information on E-learn and you can get technical help for the individual programs in this handbook.

When you submit your work, you must not leave the exam room until you have received confirmation of your submission. If you are in any doubt, please contact an exam guard.

If you leave the room before the exam has finished, be aware that you are NOT allowed to bring your mobile phone or your computer until everyone has completed their exam. You must leave the room quietly and in an orderly fashion, so that students with extended exam times are disturbed as little as possible. Please also remember to collect all your equipment after the exam.

After the exam, tutors and examiners will receive your answers electronically and you will be able to see your results in the self-service area within four weeks.

On-site digital exams – different types of exams

For on-site digital exams at the Faculty of Health Sciences, distinctions are made between the types of exams listed below. Your study guide will tell you which exam format is applicable to your exam. It is recommended that you find this information first and then read about the specific exam format.
The exam format determines which program must be used to conduct the exam, and thereby inform you of which program you need to install on your computer. The programs will not harm your computer and can be deleted immediately after the exam. If you nevertheless encounter any problems with your computer afterwards because of any of the programs below, IT Service will be able to help.

Exam format	Program
MCQ exams, that might also include brief answers to questions or short essays	Digitised through Blackboard with Respondus LockDown Browser
Essay exams with all aids permitted (notes/books/internet)	Digitised through your own text processing program. During this kind of exam, you must use Exam Monitor

Essay exams with no aids permitted (no notes/books/internet)	Digitised through MS Word You must write in a text editing template. During these exams you must use Exam Monitor Use one of the following solutions, if your essay includes drawing: 1. Digital pen and SDU Scribble - supported by IT-service 2. Digital handheld scanner, IRIScan Book 3 (USB cable version) – supported by IT-Service 3. Digital pen and the use of the pen's own software (NOT supported by IT-service) 4. Handheld scanner of various brands other than IRIScan Book 3 (NOT supported by IT-service) 5. PAINT or other drawing programmes.

The Blackboard program for conducting MCQ exams

The Blackboard (E-learn) program is used to digitise MCQ exams that either include only MCQ or are a combination of MCQ, brief answers to questions and short essays. The exams may also include images, video clips, sketches and other types of questions, but as a general rule, they will not include questions that require drawings in your answers (unless you have been specifically told otherwise in plenty of time before the exam).
You are already familiar with Blackboard (E-learn) from your classes, where it is used to bring together information and material belonging to the individual modules.
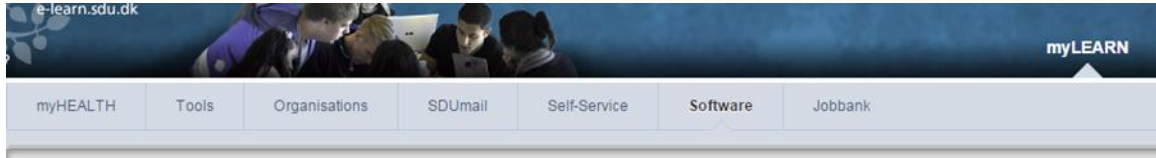
Respondus Lock Down Browser (RLDB)

Respondus Lock Down Browser is a program that allows you to use your own computer for an exam, where you are not allowed access to the computer's content. RLDB works like a normal web browser, just without some functions.

When the program is started, it will not be possible to switch to other programs.

Once you have completed the exam and submitted your paper, you will once again have access to your entire computer, just as before the exam.

Before the exam:

- In plenty of time before the exam, you need to download and install RLDB. To do this you need to access Blackboard – Mylearn – Software

- Follow the instructions on the screen.
- After downloading RLDB, it is important that you test your program as follows:
    → Start Respondus Lock Down Browser by clicking on the icon:

    → Please be aware that after you start of Respondus Lock Down Browser, you cannot switch to other programs or windows on your computer.
    → Select 'elearn.sdu.dk – Syddansk Universitet' in the drop-down menu. You must then log on by using your E-learn user and password. When you are logged on to E-learn, you must look for the test. This is done by entering 'Respondus test' under 'Course Search' on the left side of the page.
    → Afterwards find the course: '*nyt_respondus_testkursus*'
    → Click on the downwards-pointing arrow and chose *Enrol*.
    → On the next page you chose *Submit* and then you press *OK*. You are now registered for the course and you will be given the following message:

RESPONDUS - test din installation - Requires Respondus LockDown Browser

    → Click on the message and press begin.
    → You can then begin the test that contains one multiple-choice question.

→ Once you have answered the question, select *Save and submit*, and then *OK*, after which you should be able to see a page saying: 'Test Saved and Submitted'.

→ Press 'OK' and confirm that you want to close the window.

→ Underneath the question it now says: 'Tillykke din installation af Respondus virker!' – which means that it works!

→ If this does not happen – or if you have any questions concerning the program you must contact IT-service on på servicedesk@sdu.dk

During the exam you are only allowed to have the page with the exam paper open on your computer.

The system automatically saves with a few seconds interval, but you can also press 'Save Answer' after each answer. When the answer is saved, a green check mark appears, which is evidence that the answer is registred. If this green mark does not appear after your have clicked 'Save Answer', then please contact a supervisor **immediately**, who will call IT Support. You can throughout the test scroll forwards and backwards in the test - even if you press 'save answer' each time. When you are finished with your test and wish to hand in your answers, press 'Save and submit'. Please note that your exam is then submitted and you will not be able to return to your answers.

When you hand in your exam (i.e. when you have pressed "save and submit '), you will be given a screen display which serves as your confirmation of submission (this you must show the exam guard).

If you get the chance to see your score, please note that this score is only an indicator. The examiners and tutors can afterwards choose to remove a questions from the test (e.g. if a lot of students have misunderstood the question) and the final score, which you have been given, will not take this into account. Therefore, to see your finalgrade, you must still look at self-service on Blackboard.

Essay exams with aids permitted (notes/books/internet)

For these exams, you will write your answer in your own text processing program.

You must save your answer using your examnumber and possibly the module/course title and you must submit it as a PDF-file. Your answer should be uploaded to Blackbord in your

usual course-/module room. When you have submitted and uploaded your answer, you will be asked to confirm it.

You confirm your files by checking off the box below the list of files, and then click on Submit (Look below) **It is your responsibility to check, that your files are not defect and that it is the right files you have turned in.**

You will receive a receipt on your screen which serves as documentation for your submission and can download it in PDF-format. You **must** show this receipt to the exam guard.

You can see, how to submit a file here

During this kind of exam, you must use Exam Monitor through the entire exam.

Exam Monitor

The purpose with Exam Monitor is to document, that you are only using the allowed aids during the exam.

Exam Monitor followes those programs, which run on the computer and regularly takes screenshoots throughout the exam. Exam Monitor must be turned on during the whole

exam. Stopping the program is equivalent to breaking the examination rules and can be rapported as cheating in the exam.
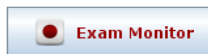
Exam monitor have been tested in advance and will not effect or harm the software on your computer. Exam monitor is available both for Windows and Mac.

In regards to the existing rules concering the right of access to documents, you have access to the information that is registered on your computer – however, first when the exam is finished.

If you have any questions regarding the program or need help to download or test it, you can are welcome to contact IT Service at Campusvej 55, Gadehytten or in WP 15, 1st floor.

Well in advance of the exam, you can go to https://sdu.exammonitor.dk/ and make sure that you can start Exam Monitor on your computer. On the site you can read more about the functionality of the program. To download Exam Monitor follow these steps:

1. Go to https://sdu.exammonitor.dk/

2. Press on the red button

3. Dobbeltclick on the downloaded file (most often it is placed in the Downloads folder on your computer)

4. Select Institution – University of Southern Denmark

5. Press Continue

6. The SSO log-in page will open in your browser

7. Enter your "**SDU username"** og **"Password".**

8. Press "**Sign-on**".

9. Enter DEMO (for your exam you will receive another Course ID) and Press 'Start'

10. *Exam Monitor* will now start on your computer (for your exam, Exam Monitor will not

    start until the start time of the exam)

Essay exams with <u>no</u> aids permitted (no notes/books/internet)

For these exams you will write your answer in MS Word and you must write in a text editing template, that you will download on the day of the exam. The template is a word (.docx) template, which means that you must have installed and tested WORD **before** the day of the exam. It is NOT possible to use other textprocessing programs, that do not support this type of file.

The University of Southern Denmark provide all students with Office 365 (for free) and it is available both for Windows and Mac. You can download the Office 365 package on Blackboard under Software. Follow the instructions on the site.
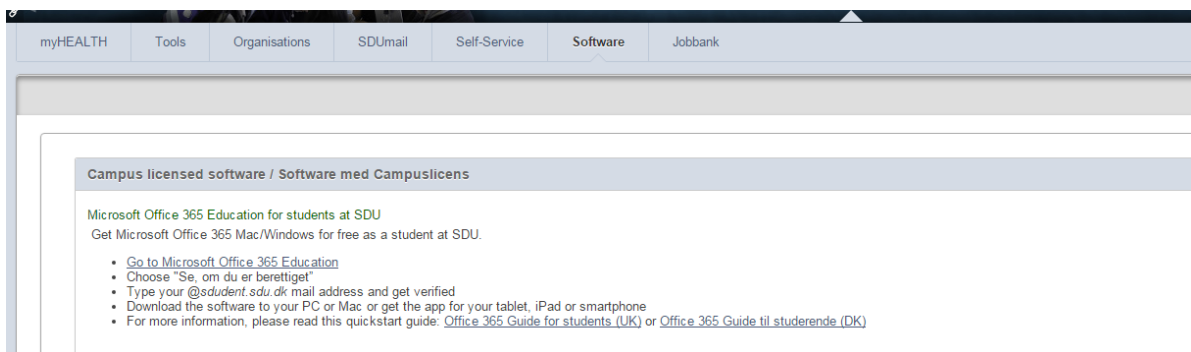
If you have any trouble downloading and installing Office 365 you can contact IT Service or personally show up at Studenterservice on Gydehutten, Campusvej or at the Servicedesk in WP 15, 1. You can also call them on the following number: 6550 2990.

You must save your answer using your examnumber and possibly the module/course title and you must submit it as a PDF-file. Your answer should be uploaded to Blackbord in your usual course/module room. When you have submitted and uploaded your answer, you will be asked to confirm it.

You confirm your files by checking off the box below the list of files, and then click on Submit (Look below) **It is your responsibility to check, that your files are not defect and that it is the right files you have turned in.**

SDU Assignment – Accept Upload

Thank you. The file(s) listed below has been uploaded to e-learn(SDU Assignment).
- -
   1 . Hængepartier.txt (file size: 0.0 KB)

(Before you submit you have to check and verify the uploaded version(s) of your file(s) by either download or by clicking).
- -
☑ I hereby confirm that I have checked and verified the uploaded files listed above.
If your files are invalid please click 'Cancel' and try again.

[Cancel] [Submit]

You will receive a receipt on your screen which serves as documentation for your submission and can download it in PDF-format. You **must** show this receipt to the exam guard.

Successfully uploaded file(s)

Thank you. The file(s) listed below has been uploaded to e-learn(SDU Assignment). **Please save the receipt on your computer.**
- -
   1. Hængepartier.txt (file size: 0.0 KB)
- -
You can download your receipt here: receipt-dlund-27112012.pdf.

The receipt can be found in your personal Content System folder(if there is disk space available).

The receipt has also been sent to your SDU student e-mail: dlund@sdu.dk.

27. november 2012 12:46

You can see, how to submit a file [here](#)

During this kind of exam, you must use Exam Monitor through the entire exam.

Exam Monitor

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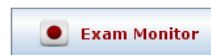
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4. Select Institution – University of Southern Denmark

5. Press Continue

6. The SSO log-in page will open in your browser

7. Enter your "**SDU username"** og **"Password".**

8. Press "**Sign-on**".

9. Enter DEMO (for your exam you will receive another Course ID) and Press 'Start'

10. *Exam Monitor* will now start on your computer (for your exam, Exam Monitor will not start until the start time of the exam)

Digitisation of drawings/handwriting in the exam

At some exams you have to create drawings, write formulas etc.

At the exam you can use the following exam solutions to digitize your handwriting:

1. **SDU Scribble version 2.2**
   The program SDU Scribble is used for digitalisation of exams that requires drawing or writing formulas etc. in your answer. The program is supported by IT-Service. You can download SDU Scribble from here: http://scribble.sdu.dk/
   If you need help with installation or using SDU Scribble, you can contact Studentservice on Campusvej or the Servicedesk on WP 15, 1st floor.

2. **Digital pen with use of own software**
   You are welcome to use a digital pen and the associated pens software. You can either use it to draw directly into your word processing program, or use the pens own drawing program and copy your drawing into the textprocessing program.

3. **Handheld scanner**
   Feel free to draw on paper and use a handheld scanner to digitize your drawing and copy it into your textprocessing program.
   IT Service offer support <u>only</u> to scanners of the IRIScan Book 3 brand (USB cable version)

4. Other free drawing programs, such as Paint, Paintbrush etc.

If something goes wrong...

If problems come up during the exam that means you are unable to continue your answer, or if you for any reason have to exit the program in which the exam is conducted, you must:

→ Note the time that the problem occurred.

→ Move your chair sufficiently far back so that you cannot reach your computer. For security reasons, you must not start solving the problem on your own. If you do, you may be expelled from the exam.

→ Call an exam guard and inform him/her that you are having technical problems. The exam guard will also note the time and call the technical service staff. Under the supervision of the exam guard, you can then try to resolve the problem yourself or with the assistance of IT Support.

Support

Questions regarding the exam format, allowed aids and practical questions about the day of the exam ect.	See the studyguide/course description and e-learn. If you cant find the answer to your question there, you can contact your module secaratary.
Questions about download or using of programs	Contact Studentservice on Campusvej 55 or Servicedesk on WP 15, 1st floor
Other questions	Write a mail to the faculty's mailbox for digital exams – digitaleksamen@health.sdu.dk