Running and invigilating online assessments (including exams) with Questionmark Perception

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About this Guide

This guide outlines what you need to do on the day of the online exams and supplements the standard invigilation guides covering all exams. This guide is intended for people using

- **Questionmark Perception** (dedicated online assessment system)
- **Options**: question-by-question template (default-UoB-QXQ)
- **If you are using different options, or are unsure, please check with the Digital Education Office (DEO).**

Chief invigilating staff and system administrators should familiarise themselves with the procedures and the troubleshooting described in this guide prior to the online exam.

A very short guide ("Invigilating online assessments") aimed at postgraduate invigilators is also available.

Other invigilating staff should familiarise themselves with the general responsibilities for invigilators in online assessments (http://www.bris.ac.uk/tel/support/tools/e-assessment/invigilation.html)

Training on how to invigilate online exams is available from Digital Education Office (DEO). To book a session please contact the DEO: https://www.bristol.ac.uk/digital-education/whotocontact.html

Essential information

The invigilating staff should comprise a Questionmark administrator who should be present for the entire duration of the exam. The Questionmark administrator is experienced with the Enterprise Manager interface, can reschedule students, add/remove students from the system and run reports if required.

Some of the tasks may have been done by zonal IT support. Check with the chief invigilator what is expected of you.

All online exams should have a pre-agreed Latest Finish Time: a point by which all students must have finished. This is usually dictated by availability of invigilators, technical support, and when the building closes or set up for afternoon exams must begin. In the very unlikely event that a student requires extra time because their answers have been lost, the exam should not continue beyond the Latest Finish Time. This will usually be 12.45pm for morning exams, 5.30pm for afternoon exams.

Latest Finish Time ............................................

Contacts

IT Services Helpdesk 0117 92 87870

Zonal / local IT Support ..........................................................
Before the exam – help set up the room
Check all computers are working and connected to the network and that they all have working mice and keyboards. If the computers have not been used for a while it may be worth switching the PCs on to minimise the chances of network failure or updates that may cause problems at the start of the exam.

Ensure there is no glare on the screens from windows or lights.

Familiarise yourself with central equipment such tutor PC, projector, microphone, and monitoring equipment where present.

Ensure that several back-up computers are set up and logged in to the network so that a student can be moved to one quickly if their own computer fails. There should be at least 2 for every 50 students. Ideally, you should have log in to them using a guest account.

As students enter the exam room check that they follow the instructions given by the chief invigilator, the script is available on the Running and Invigilating Online Assessment website.

Troubleshooting
Start of the exam needs to be delayed.

1. Get your QMP administrator to check that the exam does not need to be rescheduled within QMP.

Student arrival and login
Check students are reading the student instruction sheet and following the login instructions. Students may attempt to log-in and start the exam early – watch their screens to ensure that they are not racing ahead.

Assist with any login problems.

Note any students who have not arrived by the start of the exam. Any student arriving after the start of the exam should have their schedule deleted, but will need to be rescheduled by your QMP administrator if they arrive within the 30 minutes allowed.

Additional instructions to students (to be read by chief invigilator) as in the script
- Confirm negative marking arrangements (if any)
- Ask students to login to their machines, open the link to run the browser in kiosk mode, log in to QMP, but wait before starting the exam
- Ask students to check that the exam is listed, most likely under the “Exams” tab on the QMP homepage. The exam will not be listed until its scheduled start time in the system so students may need to refresh by pressing the F 5 key on the keyboard before they see the exam.
- Remind them of the navigation buttons at the bottom of the screen:
  - “Previous question” and “Next question” allow you to move through the questions in sequence.
  - “Assessment navigator” opens a list of all questions which also contains a button to open the calculator.
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- “Flag this question” marks a question in the assessment navigator to help you remember to come back to it later. It’s for your own benefit only.
- For some questions you will need to scroll down to see the entire question text.
- The time remaining is indicated at the top-right of the screen, alongside a button allowing you to change the font size.
- You will not be able to submit your exam until you have looked at all questions.
- When the timer runs out the exam will automatically submit.
- Once you submit you will not be able to go back and change any of your answers.
- You must not exit kiosk mode, or open any other programmes, during the exam.
  All computers are monitored centrally as well as visually by invigilators.
- Ask the students to open the exam, in groups of ~40. This is a safeguard to prevent the server from becoming overloaded. Check that all students have successfully entered the exam before moving to the next group.

Troubleshooting

Student can’t log-in to the machine

1. Get them to double-check they are using the correct UoB username and password.
2. Students can use the IT services online tool to reset their password provided that their (personal) email and mobile number are stored on the University's systems OR ask them to complete the exam on paper.

Student can’t log-in to QMP using single-sign-on

1. Get them to double-check they are using the correct UoB username and password.
2. Ask the student to use the ‘guest login’ (on qmp.bristol.ac.uk). You will need your QMP administrator to retrieve the guest login password.
3. As a last resort Students can use the IT services online tool to reset their password provided that their (personal) email and mobile number are stored on the University's systems OR ask them to complete the exam on paper.

Many students can’t log-in to QMP using single-sign-on

1. Contact IT Services Helpdesk to check if this is a known issue and how soon it is likely to be fixed. If appropriate, delay the start of the exam. If it is delayed, your QMP administrator should check that the schedule does not need to be updated.
2. Liaise with the IT Services helpedesk to find out how soon the problem will be resolved. Discuss with the chief invigilator whether it is necessary to ask the students to complete the exam on paper.

Student(s) can’t see exam listed in QMP

1. Confirm the UoB username that they have used to log in, then refer the matter to your QMP administrator. If this happens to all or most of the students the exam may not have been scheduled properly or you may be trying to access the exam before the scheduled start time.
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During the exam
Help monitor the students to prevent cheating. Specific things to look out for in online exams include: opening other programmes or attempting to move to a different web page; copying from other students’ monitors – especially looking at another student’s monitor and then moving to the same question as them.

Assist with any questions about using the system or any technical problems.

Reassure students (and staff) if there are any technical issues.

Troubleshooting

Mouse or keyboard broken

1. Replace swiftly. You should not usually need to grant extra time to the student.

Images not displaying correctly

1. Give the student a paper copy of the images. You should not usually need to grant extra time to the student.

Student has accidentally come out of the test

1. Make a note of the time they should have left and their UoB user name.
2. Ask them to log back into system and click on the ‘Resume’ button to resume the test. They should find that their answers have been saved but advise them to check over the most recent questions they answered. No need to grant student extra time as the clock would have stopped at the time the test was abandoned and should re-start once the test is resumed.
3. If the resume option is not available, ask your QMP Administrator to reschedule the test for them. In order to give them time to fill in their existing answers they should be allowed:
   - (time remaining when the computer failed) PLUS (half the time already taken)
   - OR (time remaining until Latest Finish Time) if that is lower

Browser freezes

1. If the test is being taken in ’kiosk mode’, click CTRL+F4 to kill the browser and ask the student to log back into the system and resume the test. They should find that their answers have been saved though they may have lost a few minutes work, so advise them to check over the most recent questions they answered.

Computer fails

1. Make a note of the time they should have left and their UoB user name.
2. Move the student immediately to one of the back-up computers. They should be able to log in to QMP and click on the Resume button to resume the exam. They should find that their answers have been saved (advise them to check over the most recent questions they answered).
3. If no backup computer is available OR if this is the second time this student’s computer has failed OR if the system has not saved their answers so far, give them a paper copy of
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the exam. In order to give them time to fill in their existing answers they should be allowed:

• (time remaining when the computer failed) PLUS (half the time already taken)
• OR (time remaining until Latest Finish Time) if that is lower

Network or QMP fails

1. Advise students that this should not cause a problem, but that they should not submit their answers until the network problem has been resolved. If you are reaching the end of the exam, reassure them that, if the timer runs out and the test does automatically submit, they will not lose their work: the system will just keep trying to submit until the network is back up again.
2. Liaise with the IT Services helpdesk to find out how soon the problem will be resolved. Discuss with the chief invigilator whether it is necessary to ask the students to complete the exam on paper.
3. If they need to move to paper, in order to give them time to fill in their existing answers they should be allowed:

• (time remaining when the computer failed) PLUS (half the time already taken)
• OR (time remaining until Latest Finish Time) if that is lower

Power cut

1. The exam may need to be rescheduled but if there is sufficient natural light in the room, and no other reason not to, you can move to paper. In order to give them time to fill in their existing answers students should be allowed:

• (time remaining when the computer failed) PLUS (half the time already taken)
• OR (time remaining until Latest Finish Time) if that is lower

Fire bell

1. When evacuating the room, instruct students to close the come out of the test by closing the browsers.
2. On returning, attempt to continue online. This should mean that all students will need to re-login onto the system and resume their tests by clicking on the 'Resume' button. If there is a problem continuing online, move to paper. In order to give them time to fill in their existing answers they should be allowed:

• (time remaining when the computer failed) PLUS (half the time already taken)
• OR (time remaining until Latest Finish Time) if that is lower

At the end of the exam
Once all students have submitted / timed out, read the instructions on the examination script:

• The examination is finished.
• Sing the declaration form and confirmed that you have submitted the exam. Log out.
• We will collect your rough notes from your desk before you leave.
• You must not speak to anyone but the invigilator until you have left the building.
Troubleshooting

Error at end of exam “perception cannot process your request at present”

- If one or more students get an error message “perception cannot process your request at present” this means that the student(s) have clicked on the submit button at the same time as the timer caused it to automatically submit.
  1. Note the student's UoB username.
  2. Reassure the student that their answers have already been recorded in the database.
  3. Ask the Questionmark administrator to check the student’s results by running the “transcript report” in Enterprise Manager.