



Oral Exam

29th July 2020

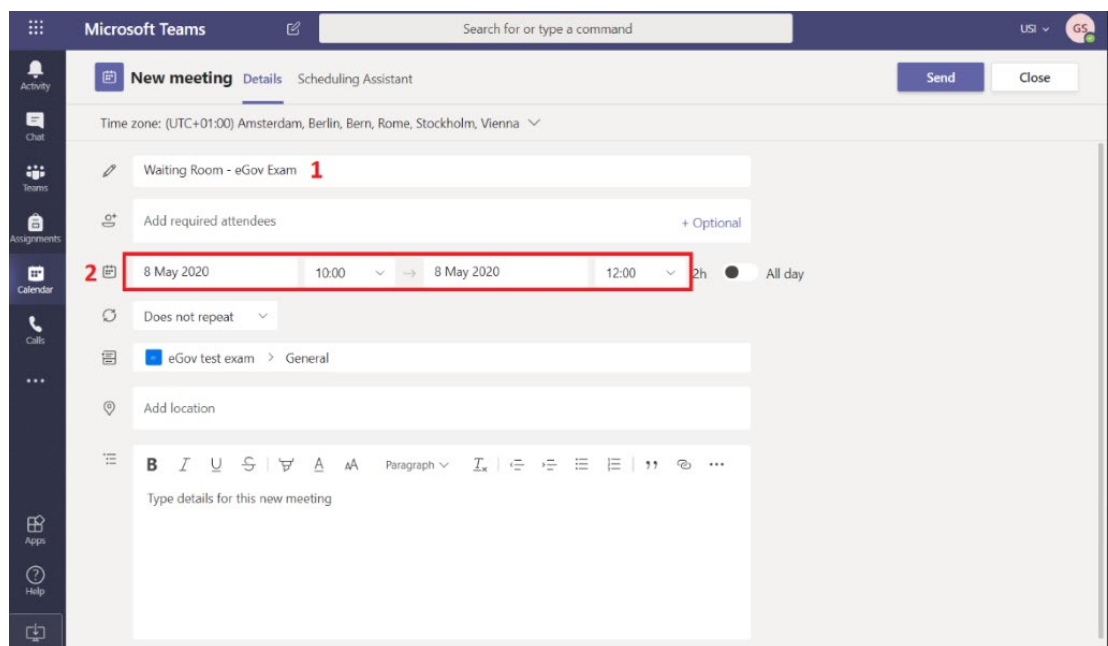
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Oral exams will take place on the MS Teams platform.
You can find the MS Teams handbook on the [Manuals page in iCorsi](#).

1. Before the exam

- A **“team” with the name of the course will be created for every exam**, for example: “Exam – eGovernment”. Students who have enrolled in the exam, will be automatically registered to the “team”. Every user registered to the team will receive a registration confirmation by email and through a MS Teams notification (the latter will be visible in the “Actions” section in the upper left corner of the screen).
- A **technical assistant** will be nominated for every exam, and will assist the teacher and the assistant as far as technical aspects are concerned.
- For every exam a meeting that will serve as “waiting room” will be created. This will allow the technical assistant and the students to connect to the exam team before the beginning of the exam and check if everything works correctly (internet connection, audio and video). The waiting room will be pre-set as follows:
 - Name: “Waiting room – Exam Name of the course” (ex. “Waiting room – Exam eGovernment”) (1).
 - Day and start/end time, from 7AM to 7PM (regardless of the exam’s start/end time) (2).

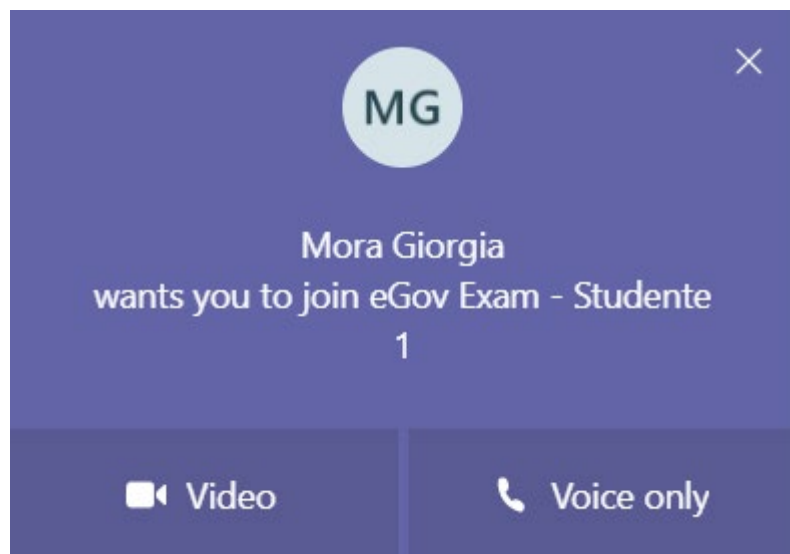


- **The Faculty Dean’s Offices will send the link for the Waiting room** – together with the exam calendar - to the students who have enrolled in the exam. The students will be invited to join the waiting room 15 minutes before the beginning of their exam, in order to verify that the internet connection, audio and video work correctly.
- **15 minutes before the beginning of the exam, the first student on the exam list and the technical assistant enters the Waiting room** in order to check if everything works correctly. In order to access the “Waiting room”, you will have to click on the link received from the deanery secretariat. During the “check phase” it could be useful to ask the student his/her phone number, so that the technical assistant will be able to reach him/her in case of technical problems during the exam.
- Once the “check phase” is done, the exam can start.

The technical assistant will create a chat with the teacher and the assistant, in order to exchange information about the status of the exams ("5 minutes left", "we finished", etc.). Furthermore, at least 30 minutes before the beginning of the exam, the technical assistant will make a videocall with them to make sure that there are no technical problems and to check if there are any updates on the exam by the teacher.

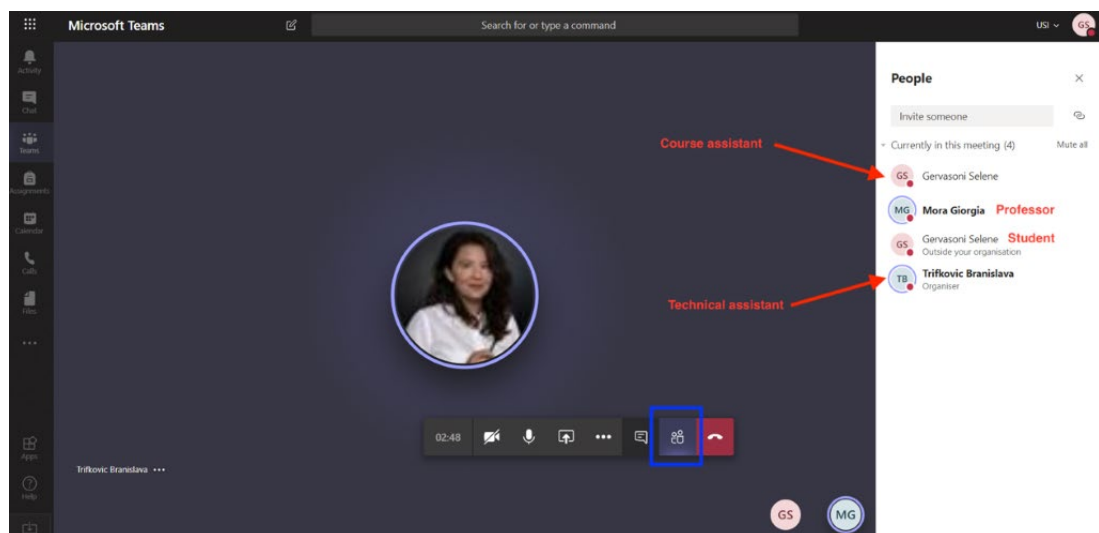
2. During the exam

The technical assistant creates an "instant meeting" ("Meet now"), and invites the teacher, the assistant and the first student on the exam list to join it. All of them will see the following pup-up appear on their screen:



In order to participate to the exam, click on "Video".

To see the names of the participants, you can click on the "Participants" icon (marked in blue on the image below). A list of the persons participating in the exam will appear on the right (in the image below you can see that the teacher, the assistant, the technical assistant and the student are participating in the exam).

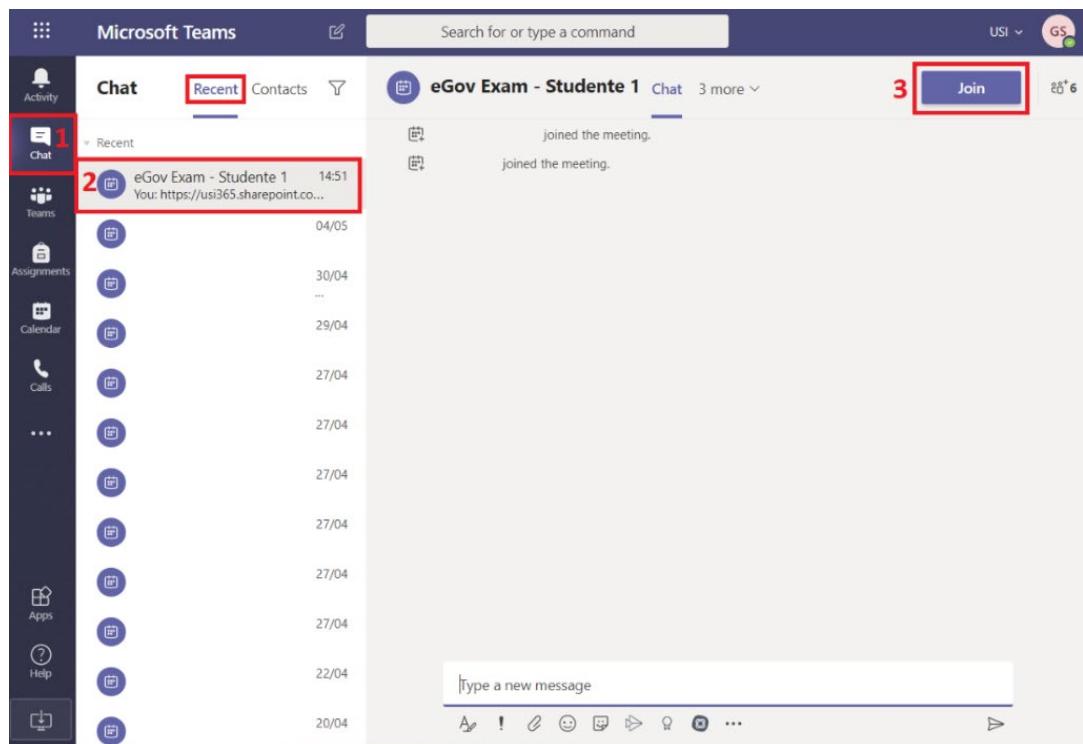


After having verified that everything works correctly, **the technical assistant leaves the “instant meeting”**.

The teacher starts the exam by asking the student **to show his/her university badge to the webcam, in order to verify his/her identity**.

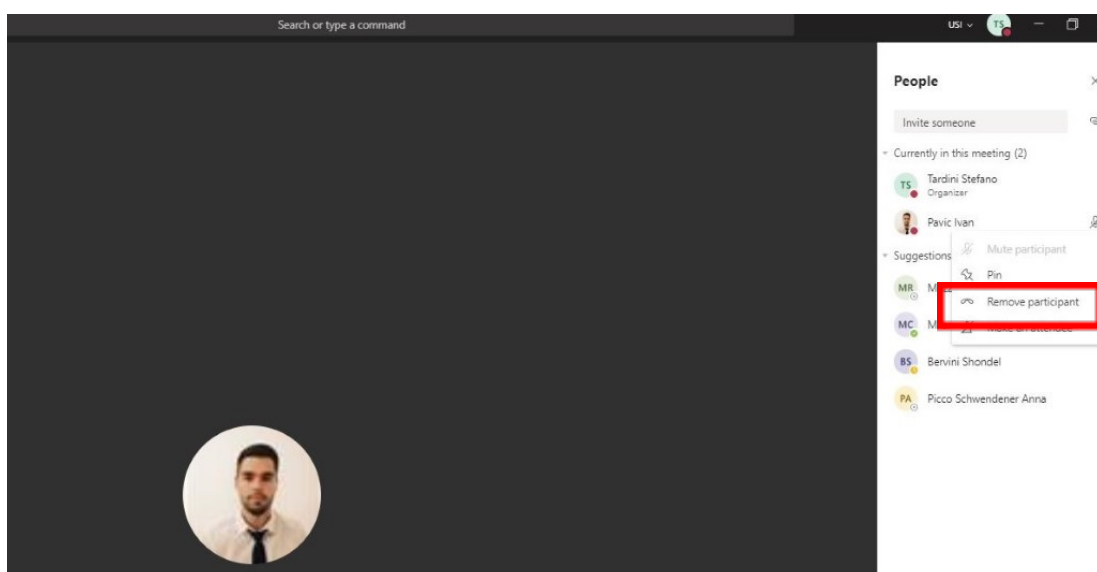
The technical assistant goes back to the waiting room to check with the second student on the exam list that everything works correctly.

Important: if during the exam the “instant meeting” closes by mistake, you can re-join it by accessing again MS Teams and 1) clicking on the chat to find the meeting again (you will find it under the tab “Recent”), 2) selecting the chat that corresponds to the oral exam, and 3) clicking on “Join” (upper right corner).



3. After the exam

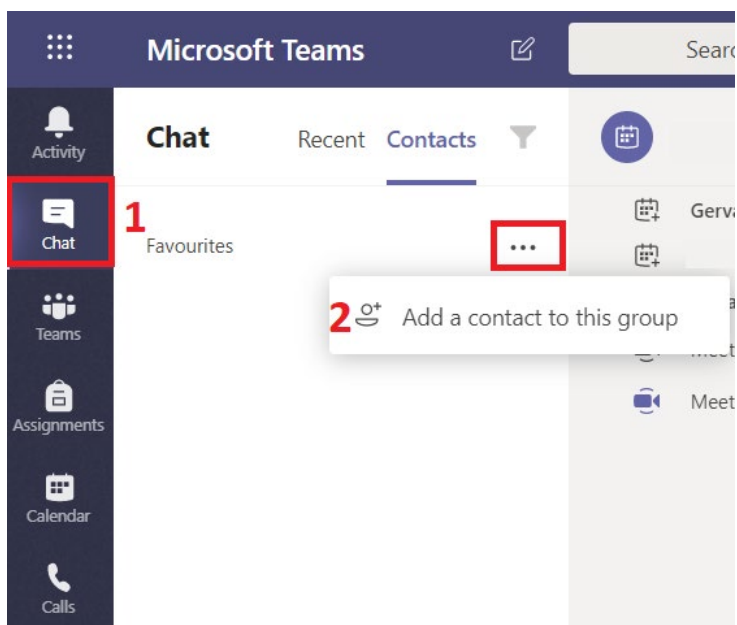
At the end of the exam, the student leaves the “instant meeting”. The teacher and the assistant can take a moment to exchange opinions on the exam and decide the grade. It is important to check that the student doesn't join the meeting again – in order to do this, please always keep an eye on the “Participants” window on the right. If necessary, the teacher and/or the assistant can remove the student from the instant meeting by clicking on the three dots next to his/her name and selecting “Remove participant”:



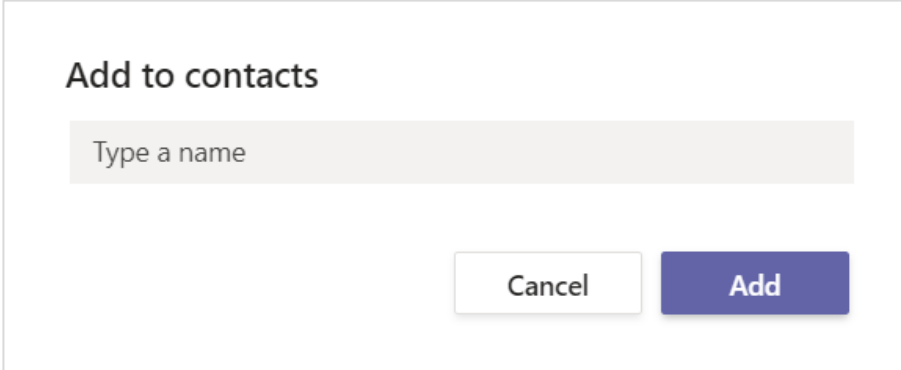
When the teacher and the assistant are ready to start a new exam, **they must leave the instant meeting and inform the technical assistant that the previous exam is over.**

How to write a private message to the technical assistant?

To send a private message to the technical assistant, click on “Chat” from the menu on the left (please check that you are under the column “Contacts”) (1), and add a contact by clicking on the three dots (2).



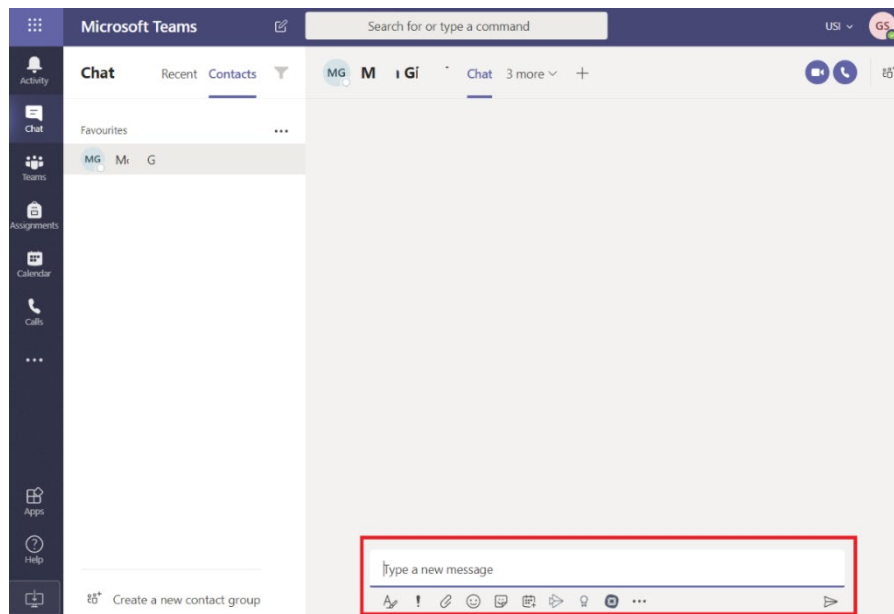
Type the name of the technical assistant and click on “Add”.



The image shows a dialog box titled "Add to contacts". Inside the dialog, there is a text input field with the placeholder text "Type a name". Below the input field, there are two buttons: a "Cancel" button and an "Add" button.

In this way, the name of the technical assistant will remain saved in your Chat, and you will be able to send him/her a message after every exam.

Type your message in the white box at the bottom of the page.



Once the teacher and the assistant have informed the technical assistant, they must wait for another invitation to a new “instant meeting” with the next student on the list.

4. Contacts IT Service

Lugano Campus:

E-mail: ITsupport.lu@usi.ch

Phone: +41 (0)58 666 4610

Phone: +41 (0)58 666 4090 (this number will be activated only during the exams period for technical problems that may occur during the exam).

Mendrisio Campus:

E-mail: itsupport.me@usi.ch

Phone: +41 (0)58 666 5883